

# Dallas County, Texas

Proposal for:

## Information Technology Outsourcing Services

*RFP No. 2002-011-1007*

December 17, 2001

# Schlumberger

GOVERNMENT  
EXHIBIT NO.

102

3:14-CR-293-M

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## Section 4 – Required Responses

### 4.1 Bidder Company Information

- A. The company name, registered office address and the names of the directors or other responsible officers who will have ultimate responsibility for the management of the subsequent contract.

Schlumberger Omnes, Inc.

Registered Agent and Address:  
National Registered Agents, Inc.  
9 East Locockerman Street  
Dover, Delaware 19901

Mailing Address:  
5599 San Felipe, Suite 400  
Houston, Texas 77056-2720

Dallas Office Address:  
4100 Spring Valley Road, Suite 600  
Dallas, Texas 75244

Directors:

- David S. Browning
- David J. Karl
- Irwin Pfister

Officers:

- Xavier Flinois, President
- Paul Stewart, Vice President
- Gregory W. Fimm, Vice President
- David J. Karl, Secretary
- Ron E. Reno, Treasurer
- Frank Sorgie, Controller
- Ann Brusio, Assistant Secretary
- Arlene Powis, Assistant Secretary
- Danita Maseles, Attorney-in-Fact (+Transfers)

- B. Legal status of business Sole Proprietorship, Partnership, or Corporation (include state of incorporation).

The company was incorporated in Delaware on December 1, 1994.

- C. What is the primary business of bidder?

Schlumberger Limited (NYSE: SLB) is a global technology services company that consists of two business segments: SchlumbergerSema and Schlumberger Oilfield Services. Headquartered in Paris, New York and The Hague, the company recorded revenue of \$9.6 billion in 2000. Schlumberger was founded in 1927 and employs 85,000 people in more than 100 countries.

SchlumbergerSema is a leading information technology services that serves the public sector, transport, utility, finance, telecommunications and energy markets. SchlumbergerSema was formed in April 2001 when Schlumberger Ltd. acquired Sema plc and combined it with its former Test & Transaction business. Headquartered in New York, annual combined revenue of the organization was \$4 billion in 2000.

SchlumbergerSema has more than 22 years experience in the public sector delivering a wide range of mission-critical solutions to government. Leveraging its technology leadership and deep understanding of customer needs, the company has three core practices: consulting, systems integration and managed services.

Schlumberger Oilfield Services is the leading provider of exploration and production (E&P) services, solutions and technology to the international petroleum industry. To manage new technology development, Oilfield Services draws upon the expertise of various divisions, which includes 13 technology centers and two research centers.

Schlumberger Network Solutions, an operating group of Schlumberger Omnes, Inc., is part of Schlumberger Oilfield Services. Headquartered in Houston, Texas, Schlumberger Network Solutions delivers network, network security and associated services to internal and external customers. Supported by industry-certified technical consulting capabilities, Schlumberger Network Solutions provides secure global IP infrastructure, integrated information security solutions, wireless and remote network connectivity and complete network managed services.

D. Number of years the company has provided Information Technology Outsourcing Services? Describe the evolutionary path for the company (i.e. began as a systems integration company and have expanded into IT outsourcing)

In 1994, Schlumberger and Cable & Wireless formed Omnes, a joint venture to lead domestic and international outsource contract opportunities. The company initially contracted with clients such as Pluspetrol, Triton Energy, Maxus, Total, LASMO and Unocal. Recent contracts include the University of Texas Medical Branch at Galveston and Seton Healthcare. Our most recent contract is the \$300 million global IT outsource for Conoco. Through this venture, Schlumberger has become a leader in the outsourcing of large scale IT operations.

With the acquisition of Sema, which has been providing IT outsourcing since 1990 (including contracts such as the City of London, England Metropolitan Police Department), Schlumberger is now leveraging a significant established outsource clientele. The company's objective is to integrate desktop/LAN

capabilities within Schlumberger and expand through Sema's expertise in mainframe and applications, data center management and disaster recover/business continuity services.

Schlumberger's technology milestones include:

- 1981– First international data links with e-mail
- 1983 – Multiple international links; first internal secure gateway between divisions, first connection to the ARPAnet (Palo Alto lab)
- 1985 – Build-out of SINet
- 1992 – Schlumberger began use of TCP/IP on SINet
- Early 1990s – First large corporate account for Cisco Systems
- 1994 – First company to request license from Netscape for 30,000 internal users
- 1994-97 – The web causes an eight-fold traffic increase
- Early 1990s – Product development association with Sun and one of the world's first companies to implement PKI (public key infrastructure) security for access to networks and facilities

Schlumberger has been handling critical client data in the oilfield services sector since 1926. Schlumberger has diversified into utility equipment (1957), semiconductors (1979) and network services (1990), but not strayed from the competency of handling confidential information. For almost 75 years this has been a constant focus that involved paper, optical film, 9-track tapes, hard drives, networks and secure delivery and sharing of information.

Schlumberger's recent advancements to support growth in IT include:

March 2000	Schlumberger Network Solutions formed by combining: <ul style="list-style-type: none"> <li>• Omnes (previously a joint venture with Cable &amp; Wireless)</li> <li>• Infosec</li> <li>• Consulting</li> <li>• Wireless</li> <li>• Public Phones</li> <li>• Global Tel-Link</li> <li>• Tel-Web</li> </ul>
October 2000	Acquired Data Marine Systems (DMS) <ul style="list-style-type: none"> <li>• Satellite systems</li> <li>• Engineering services</li> <li>• Oil Partnering Network</li> </ul>
February 2001	Acquired PCS Innovations <ul style="list-style-type: none"> <li>• mobileMagic wireless connectivity system, platforms, tools and services for the mobile Internet</li> </ul>
February 2001	Acquired Alternative Resources Corporation (ARC) <ul style="list-style-type: none"> <li>• Network and security consulting practices</li> </ul>
March 2001	Acquired Norse Electronics <ul style="list-style-type: none"> <li>• Telecom services for the maritime and offshore industries</li> </ul>
April 2001	Acquired Sema

- E. How many employees are in the company? How many of these employees have relevant IT outsourcing services experience? What is the average number of years of IT experience for technical staff, for operational staff, for applications staff?

Schlumberger has a total of 85,000 employees, of which 22,000 have relevant IT outsourcing services experience. Our technical, operational and applications staff members have an average of 10 years experience.

- F. How the company differentiates itself from its competitors?

Schlumberger proposes an outsourcing solution built upon key differentiating factors that will result in a stronger and more profitable business relationship. Differentiating factors that relate to the overall Schlumberger organization include:

- Tier One New Entrant – Schlumberger is uniquely positioned as a Tier One competitor with a fresh perspective. As a new entrant in the North American public sector, the company offers an attractive alternative to an underserved market.
- Leveragable Assets and Lean Structure – Schlumberger has the required intellectual property and technological skills to deliver the burgeoning needs that the County faces. As an aggressive new entrant, the company's strategy is to move faster and smarter than the broad horizontal players while leveraging our existing assets to differentiate from niche players who do not have the capability to deliver a total solution.
- Large Customer History – Schlumberger has a core competence in understanding large customer needs. The company's large customer account management skills translate into superior service delivery.

Project-specific differentiating factors include:

- Relationship management to ensure single-minded view toward current services and business changes during the term of the contract
- Adaptive approach to service delivery and technology implementation
- Service excellence that provides consistent monitoring, measuring and achieving contracted objectives within the context of a changing environment
- Continuous improvement designed to increase service quality and reduce delivery costs
- Aggressive alignment of IT and business objectives via tactical and strategic consulting, IT revitalization and financial management

Customer comments that support our business approach include:

- "Schlumberger is a good choice because they do not know how to fail."  
– CTO of a multi-national corporation
- "The fit with Schlumberger initially felt good and seemed to get better every step of the way." – CIO of a Houston-based company that signed a major outsourcing contract

- G. For each third party or sub-contractor involved in the delivery of the proposed service, describe the company's working relationship with the third party or sub-contractor and provide the third party or sub-contractor's registered address, names of directors and/or other officers responsible. How long has each relationship been in existence? List any relevant joint successes with other customers.

Dell Computer Corporation  
807 Las Cimas Parkway, Building 2, Austin, Texas 78746  
Troy West, Director of State and Local Government

Schlumberger and Dell formally initiated a relationship in 1999 when Schlumberger standardized on Dell computers; this led to the rollout and support of more than 25,000 units nationwide. The relationship expanded when the University of Texas Medical Branch (UTMB) contract required a technology refresh program for over 6,000 desktops, laptops and servers. Dell was selected for the project and also performed a complete revitalization of UTMB's server environment.

QNet Information Services:  
11325 Pegasus, Suite W-126, Dallas, Texas 75238  
Larry Hall, President/CEO

QNet Information Services has been serving the DFW area for the past three years and is a new partner to the Schlumberger team. The company has developed an excellent relationship with Dell, which was cultivated in response to customer requirements related to QNet's City of Plano IT contract. In addition, natural synergies exist between QNet and Schlumberger, which have created an attractive business relationship that both companies intend to grow and leverage. The Dallas County IT outsourcing services opportunity is the first potential joint project for QNet and Schlumberger; however, both companies anticipate a long-standing relationship moving forward.

- H. Are there any plans for the company to be acquired, bought, or merged with another company in the next 12 to 24 months? Is the company a product of a recent (over the past 12 months) merger or acquisition?

There are no current plans to merge, sell or otherwise dispose of the operations of the company. The company is subject to any logical internal reorganizations that would facilitate improved operations or other efficiencies. The company is not a product of a merger or acquisition.

- I. Is the company or any third-party, contractor or sub-contractor currently involved in any legal proceedings relevant to outsourcing?

Schlumberger and its partners are not currently involved in any legal proceedings relevant to outsourcing.

## 4.2 M/WBE Participation

Schlumberger believes that diversity stimulates creativity, innovation and competition. We are committed to identifying and utilizing competitive suppliers that are minority- and women-owned business enterprises (M/WBEs). In addition, Schlumberger continually seeks to develop and strengthen these relationships. Comprised of a minority employee population of more than 70%, Schlumberger supports various programs to increase M/WBE opportunities.

### **Schlumberger Supplier Diversity Organization**

The Schlumberger Supplier Diversity (SSD) initiative has the following objectives:

- Be a proactive business process
- Seek to provide all suppliers equal access to purchasing opportunities
- Promote supplier participation reflective of the diverse business community
- Encourage economic development

SSD maintains a source list of M/WBEs that either have business with Schlumberger or are potential suppliers. The company sources at least 6% of total U.S. purchases from M/WBEs.

In addition, Schlumberger has designated a full-time Supplier Diversity Manager responsible for administering and coordinating the SSD initiative. SSD champions are located in Longview, Berwick, Alice, Laredo and Midland, Texas; Maurice, Louisiana; Hobbs and Farmington, New Mexico; Bakersfield, California; Rock Springs, Wyoming; and El Reno, Oklahoma.

SSD includes inclusion language in new or re-negotiated contracts with primary suppliers and is prepared to submit reports as per contract or upon request. Reporting is provided by an indirect allocation method. Reports may include:

- SIC/NAICS code
- Ethnic identification
- Gender identification
- Certification status
- Address and contact information
- Amount of allocated payment

The SSD organization actively participates in the following:

- National Minority Supplier Development Council (Dallas, New Orleans, Denver, Los Angeles and Oklahoma City chapters)
- Houston Women's Business Council (chair of Education Committee, member of Corporate Advisory Council, Supplier Diversity Manager president-elect 2001, Board of Directors, Strategic Teaming Committee, Buyer Advisory Committee)
- New Orleans Women's Business Council (proposed for Board of Director position)
- Exhibit in various affiliated trade shows as well as NMSDC 2000

- Trade shows, sports tournament and quarterly luncheons

SSD hosted a mini-trade show in Sugar Land, Texas to communicate its initiative and create awareness for showcased M/WBEs. Eight M/WBEs participated, seven of which had a current relationship with Schlumberger.

SSD's industry recognition includes:

- Nominated for NMSDC Corporation of the Year Award, 1999
- Nominated for HMBC Prime Supplier of the Year Award, 1999
- Nominated for NMSDC Corporation of the Year Award, 1999
- Houston EXPO '97, EXPO '98, EXPO '99 LAMBOD '99, MEI '99
- Nominated for HMBC Prime Supplier of the Year Award, 1999
- Nominated for Texaco's 1998 Enterprise Support Award
- Presented at Texaco hosted Consortium for Supplier Training, 1998
- MBE Procurement Award from HMBC, Schlumberger Dowell, 1998
- Presenter at the Texaco 1st Tier Supplier Partnership meeting, 1998
- Nominated for NMSDC Corporation of the Year Award, 1998

There are currently more than 2,000 minority and women-owned Schlumberger suppliers identified. Total M/WBE expenditures for 2000 were:

- Certified M/WBE expenditures \$12,953,142
- Non-certified M/WBE expenditures \$5,825,308
- Total expenditures \$18,778,450

A list of Schlumberger's top 10 M/WBE suppliers (all of which are certified) in 2000 includes:

Vendor Name	Gender	Ethnicity	Location	Payment
Oil Patch Petroleum, Inc	Female	Non-minority	Corpus Christi, Texas	\$1,128,025
Venture Transport, Inc.	N/A	Native American	Houston, Texas	\$1,020,056
Arguindegui Oil Company	Male	Hispanic	Laredo, Texas	\$965,269
Arthur R. Amdur (DBA)	Info N/A	Info N/A	Houston, Texas	\$954,449
Delta Personnel, Inc.	Female	Hispanic	Metairie, Louisiana	\$710,364
Steverson & Company, Inc.	Female	Non-minority	Houston, Texas	\$691,995
Executeam, Inc.	Female	Non-minority	Houston, Texas	\$620,667
First Tech-Sys Solutions, Inc.	Female	Non-minority	Dallas, Texas	\$467,994
Vanguard Environments, Inc.	Female	Non-minority	Houston, Texas	\$409,825
Travel Excellence	Female	Non-minority	Houston, Texas	\$381,765

In continuing with the support of M/WBEs, Schlumberger has selected QNet Information Services to participate in the Dallas County IT outsourcing project. The M/WBE documents requested by the County are provided at the end of this document.

### 4.3 Company Financial Statements

- A. Provide audited company financials for the last three (3) years.

Audited Schlumberger financial information is included in the Form 10-K, which is provided in Attachment C.

- B. Provide the latest Annual Report or Equivalent.

Schlumberger's 2000 Annual Report is provided in Attachment C.

- C. Provide the most recent 10-Q report.

Schlumberger's most recent Form 10-Q is provided in Attachment C.

- D. Is your company in good financial standing with the County of Dallas and the State of Texas?

Schlumberger is in good financial standing with the County of Dallas and the State of Texas.

### 4.4 Mission and Vision Statements

- A. Growth plans - corporate, outsourcing, private sector, public sector

Schlumberger has identified the North American public sector as a high growth opportunity. We are uniquely positioned to leverage more than 22 years of public sector experience outside North America, coupled with our related services experience within North America. In short, we want to increase our visibility and market share in the information technology services offerings to the public sector. Our stated goal for short- to medium-term business include actively perusing opportunities in efforts to increase growth and market share in the North American public sector geo-markets. Our precept for growth in the environment is stated as, "Become the premier global service organization in the information technology industry by teaming up with our customers to achieve their business goals, objectives and future states."

- B. Mission/Vision Statement

#### Mission

Schlumberger's mission is to be a leading information technology services company that provides a unique combination of domain expertise and global capabilities offered on a local basis. With 85,000 people in more than 100 countries, we have a worldwide network of local experts that delivers best-in-class services and products. Our emphasis is on customer satisfaction; our offices

are strategically located to ensure that our experts are always available to provide the highest level of support and service. We have proven capabilities in consulting, systems integration and managed services:

Capability	Mission
Consulting	Help customers transform business processes to improve efficiency, become more competitive and increase profitability
Systems Integration	Build complex mission critical and large-scale technical business systems
Managed Services	Partner with customers to manage business critical processes

### Vision

Schlumberger aims to enable the promise of the digital enterprise for our clients. Our focus is on applying unique domain knowledge and the most appropriate technologies to network problems.

We envision a quality and service culture that enables us to exceed customer expectations, actively involve all employees in the continuous improvement and enhance profitable growth. To enact this vision, we will define and respond to customer expectations, adapt to changing and expanding business conditions and market opportunities, differentiate our service capability from the competition and be a recognized industry leader in QHSE (Quality, Health, Safety and Environment).

In striving for customers to see us as an integral part of their team, we work together to achieve goals. As a result, our focus on customer service has created an attractive workplace environment. All Schlumberger employees take personal ownership for achieving customer satisfaction. We are an organization of proactive individuals who anticipate problems and work to prevent them.

#### C. Support of emerging technologies

Since inception, Schlumberger has been a leader in the support of emerging technologies. We invest approximately 6% of our revenues in research and development, which is much more than most of our customers and competitors. As demonstrated in Section 4.1 D, Schlumberger has made significant commitments to both become and remain an industry leader in the information technology arena.

#### D. Corporate and Community Leadership

### Policy

Schlumberger has built a strong foundation on three key values: people, technology and profit.

- People are Schlumberger's main asset; employee motivation and dedication to customer service is critical to our success.
- Technology and quality are the basis of our competitive advantage.

- Profit forms the cornerstone of our future for action, growth and financial independence.

The overarching policy that supports this commitment is QHSE. As a primary responsibility of our line management, QHSE receives active commitment from our employees and partners right down to our approved vendors.

### **Commitment to the Community**

In response to the widening technological gap between rich and poor (known as the digital divide), Schlumberger created a corporate social development program – Schlumberger Excellence in Educational Development (SEED) – in 1998. SEED operates through a connectivity grant program, offering financing and technical assistance to connect disadvantaged schools to the Internet and through a Science Center website that shares the knowledge and expertise of Schlumberger scientists and engineers with 10-18 year olds around the world. As of November 2001, 50 schools representing 87,700 students have been connected to the Internet. Teams of volunteers are operating in 28 countries around the world.

The Science Center website has published numerous articles, experiments and projects and has made more than 70 experts available to students online. SEED has also collaborated with NASA and UNICEF and been referenced by peer websites such as BBC Education Web Guide, K-12 World, Exploratorium, NASA and the NSTA.

Through our outreach program, we have participated in the Intel International Science & Engineering Fair, Techfest, Lab in a Lorry (partnership with Cambridge University and Institute of Physics), Earth Alert and other events supporting science education for young people. At ISEF 2001, 16 Schlumberger scientists and engineers formed a judging panel to reward young scientists who demonstrated exceptional creativity, independence and initiative in problem selection, research design and project execution.

The success of SEED and its ability to effectively bridge the digital divide and bring the fulfillment of learning to young people depends largely on the commitment of the force of Schlumberger community volunteers, numbering over 400 people. The SEED program draws on the intrinsic strengths and competencies of the Schlumberger group: people, science and technology, diversity and global presence.

### **Commitment to Our People**

Our QHSE mission is to ensure that quality, health, safety, security and environmental considerations remain top priorities for management and for all employees. Prevention of accidental risk and loss from process failure is a recognized, integral part of our continuous improvement culture.

### **Culture**

QHSE, a line management responsibility, requires visible commitment, leadership and involvement. We strive for our proactive QHSE culture to be understood, shared and practiced by all employees as an integral part of everyday business. Fundamental to this culture is our belief that all losses of people, property and process result from management failure and are preventable.

### Strategy

We strive for a zero defect culture with goals of no accidents, no loss to process, no harmful emissions, no health-related incidents and no lapses in security. We attempt to maintain this through visible commitment, leadership and involvement of line management tied to incentive objectives, standards of mandatory QHSE training for all personnel, QHSE training provided through state-of-the-art learning techniques, maximized efficiency and synergy through sharing of resources, QHSE integration in all product development, proactive participation in global industry initiatives and recognition by our customers that we are a leader in QHSE and creation of a QHSE career ladder.

### QHSE Management System

The Schlumberger QHSE Management System defines the principles by which we conduct our operations worldwide with regard to the quality of our services and products; the health and safety of our customers, employees, contractors and communities where we work; and protection of the environment. This QHSE philosophy is communicated to all employees, customers, contractors and third parties associated with our business. Each product group must provide positive evidence of conformance to this system. The QHSE Management System model comprises eight interrelated components commitment and leadership, policies and objectives, organization and resources, contractor and supplier management, risk management, design and planning, implementation and monitoring and assessment and continuous improvement.

## 4.5 Related Experience

Due to confidentiality constraints imposed by some of our large customers, Schlumberger was unable to list some of references that we would have otherwise included.

- A. Identify and describe customer relationships where you have provided services similar in scope to those identified in this RFP.

### Benefits Agency Medical Services

The Benefits Agency Medical Service (BAMS) is the largest managed medical service in the U.K., delivering 64 service lines on more than 100 levels. In 1998, Schlumberger was chosen to run the BAMS contract on an aggressive timetable. More than one million assessments are processed annually for 600,000 people.

Approximately 2,000 full and part-time doctors at 160 medical centers are connected on a nationwide network.

**Under the BAMS contract, Schlumberger is organizing the business processes and assessments to carry out the provision of medical personnel. A key focus is improvement in efficiencies, which is achieved through minimizing transfers from filing and clerical duplication.**

**The general objectives are to:**

- Enhance management expertise to BAMS, with investment in new technology
- Deliver service improvements to customers, ensuring speedier appointments and reducing waiting time
- Maintain and improve quality of service

Schlumberger has leveraged its extensive experience in the implementation of new processes to actively pursue quality and efficiency improvements for BAMS:

- Ensure minimum wastage of medical resources and reduced waiting time for claimants through accurate appointments scheduling
- Enable consistent, high quality decision making through the development of evidence-based medicine
- Assure quality of process through the development of our own (externally validated) integrated quality audit system
- Minimize error and input time through the use of barcode technology

#### **Kerr-McGee Corporation**

Kerr-McGee is a national oil company headquartered in Oklahoma City. In 2001, the company awarded QNet a five-year outsourcing contract with one-year renewal options valued at \$12.5 million. The contract includes support of:

- 300 users in 2 locations
- 575 PCs with 275 peripherals
- 10 servers (10 UNIX and workstations)
- 135 business applications
- Mainframe application
- Oracle Financials

We are providing applications support, including the administrative operations and maintenance of:

- Business applications servers
- Business applications software such as Oracle databases, DB2 and M204
- Business applications development

Additionally, QNet is responsible for IT infrastructure support, including the

administration, operation and maintenance of:

- LAN/WAN
- PC users and peripheral support
- Help desk
- Telecommunications (satellite and microwave links)
- Telephony and mobile communications
- Video conference equipment
- Data processing centers
- Cabling

### Conoco

Conoco is the 44<sup>th</sup> largest American company in the U.S. In October 2001, the company selected Schlumberger as its global information technology support service (GITSS) provider. The total value of the six-year contract is \$300 million, which covers the global support of:

- 12,600 desktops
- 840 servers
- 450 UNIX workstations

The services provided as part of the GITSS outsourcing contract include:

- Infrastructure/network monitoring and event management
- Customer support and help desk
- Messaging services and directory services support
- Directory services and domain controllers
- Collaborative application infrastructure
- Common operating environment maintenance and support
- Security management and administration
- Server operations
- Telecommunications operations
- Facility planning and management
- Hardware install, move, add, change
- Equipment lifecycle management
- Shared storage management and administration
- Telecommunications planning and engineering
- System software technical support
- Configuration and release management
- Business application support
- Continuity of business
- Midrange server support including Houston computer operations
- Distributed desktop support

- Security management (virus management, firewall/VPN operational support, PKI operational support and secure vault operational support)
- WAN monitoring

In addition, Conoco awarded a co-outsourcing contract to Sema Global Services (now part of Schlumberger) in the UK in 1995. This arrangement has won two awards – the first was *Computing* magazine's IT award for best partnership in 1997 and the second was from the Conoco corporate president for outstanding relationship. The scope of the project included help desk, infrastructure services, desktop support, MS Exchange administration and first and second level support for commercial off-the-shelf applications.

#### **PricewaterhouseCoopers**

PricewaterhouseCoopers awarded QNet a five-year outsourcing agreement with a six-month renewal option valued at \$2.6 million annually. Services are being provided in Tulsa, Oklahoma and include the support of:

- 3,500 users
- 135 business applications
- Mainframe application
- Oracle Financials
- Development and support of Premas applications
- Development applications software such as Oracle databases, Cobol, PL/SQL, SQL, SAS, Focus, JCL, MVS, TSO, VTAM, DB2 and M204

#### **International Olympic Committee**

Schlumberger has been selected to serve as the official International Olympic Committee's official worldwide IT partner for the Olympic Games from 2002 to 2008. We are providing:

- Organizational and technical consulting
- Systems integration
- Facilities management
- Operation support
- Games management systems (accreditation, transportation, accommodation, medical, etc.)
- Information diffusion (commentator information systems)

**SchlumbergerSema**  
WORLDWIDE INFORMATION TECHNOLOGY PARTNER



In addition, Schlumberger is the prime IT contractor for the 2002 Salt Lake City Winter Olympics, which involves managing 15 major IT companies. Associated activities include:

- 20,000 tasks over three years
- Configuration and deployment of 4,500 PCs and 550 servers
- Development, testing and integration of 50 major applications
- 3,000 IT staff during games time

### Metropolitan Police Service

In 1999, Schlumberger won a five-year renewable contract from the Metropolitan Police Service (MPS) in London.

Schlumberger provides a wide range of services including user help desk, MPS IT infrastructure support, application development and technical and business consulting. Specific activities involve:

- Support of the standard MPS office desktop with a replacement program to upgrade to Windows 2000
- Renewal of the MPS network infrastructure to rationalize and enhance the current configuration to better handle future traffic and incorporate new technology (such as image processing)
- Implementation of a comprehensive service improvement program that covers all aspects of IS/IT provision
- Rationalization of systems management procedures through the implementation of enterprise management tools and server farms
- Development of a new business system to enable MPS to meet the demands of the Criminal Records Bureau
- Delivery of MetFIN (MPS financial management system) and replacement of legacy financial systems

Benefits that the MPS has received as a result of this contract include:

- Achievement of economies of scale by consolidating multiple third party suppliers under a single provider (Schlumberger)
- Improved service to end users through the implementation of a service improvement program and regular technology refresh
- Lifecycle systems development and support to ensure coherence between user requirements, the business vision and the IT solution

### National Health Service in Scotland

In 1998, Schlumberger was awarded an IT services contract from the National Health Service (NHS) in Scotland. Following a successful six-month transition period, Schlumberger took full responsibility in 1999. The five-year contract is valued at \$89 million and involves more than 200 Schlumberger personnel.

Services include:

- Mainframe processing
- Technical services
- Desktop installation and support
- Local area network installation and support
- Help desk and problem management services
- Consultancy and project management services
- Application management and software development services

- Third party management

The NHS Scotland customer base consists of 101 NHS entities, which include health boards, primary and acute hospital trusts and clinics. The first two years of the contract with NHS Scotland have been extremely successful and the customer recently extended the initial contract by an additional two years. Some examples of the improvements achieved in the first two years are:

- Replacing old mainframe technology with the current multi-processor mainframe
- Replacing old disk technology and tape storage devices with state-of-the-art tape silo and disk array
- Upgrading to modern laser printers and online viewing technology to reduce paper usage and replace microfiche
- Implementing over 200 software releases to add functionality to main application systems
- Introducing web-enabled products to meet on-line government objectives
- Processing and resolving more than 110,000 incidents, 1,659 changes and 102 change control notes at the Service Management Center
- Achieving Y2K compliance across all systems and environments, which included two mainframes and 60 UNIX servers
- Developing a major staff training program to ensure Schlumberger employees have the relevant skill set

#### University of Texas Medical Branch

In 1999, Schlumberger was awarded a major contract to support the IT infrastructure of the University of Texas Medical Branch (UTMB) in Galveston. The four-year contract is \$43 million and has options for extensions.

Under the contract, Schlumberger is delivering a wide range of services for network and computer systems support, which include:

- Service Desk support for 13,000 users
- Desktop support for 4,600 desktops
- Server support for 72 servers
- Exchange e-mail support for 13,000 users
- Secure Internet access
- Secure remote access
- Remote access support
- Technology refresh
- Wide area data and video network support
- IS project support LAN refresh

#### Ecopetrol

Ecopetrol is the national Columbian oil company. In September 2001, Schlumberger was awarded a four-year, \$28 million outsourcing contract, which includes the support of:

- 6,500 users in 14 locations
- 3,865 PCs with 1,385 peripherals
- 170 servers (70 UNIX)
- 56 routers
- 235 business applications

Schlumberger's applications support includes the administrative operations and maintenance of:

- Business applications servers
- Business applications software such as Oracle databases
- Business applications development

IT infrastructure support includes the administration, operation and maintenance of:

- LAN/WAN
- PC users and peripheral support
- Help desk
- Telecommunications (satellite and microwave links)
- Telephony and mobile communications
- Video conference equipment
- Data processing centers
- Cabling

#### **Seton Healthcare Network**

Seton Healthcare Network, which is affiliated with Ascension Health, the largest Catholic healthcare system in the nation, selected Dell/Schlumberger to provide managed IT services as outsource partners for all of Seton's IT requirements. This includes the following infrastructure services being performed by Schlumberger:

- Desktop/Service Desk support (2,800 seats or desktops)
- Enterprise e-mail support for Groupwise
- Server support (77)
- Dell desktop technology refresh
- LAN/WAN/MAN network support
- Intranet/Internet support
- Remote access support
- Asset management
- Hardware maintenance support

- Telecommunications support
- Network security
- IT project support

The outsource of the infrastructure was the first phase of a longer range business transformation, technology vitalization and IT roadmap project that is also being managed by Dell. Seton management recognized the best way to remain competitive within health care, while being able to service a high-tech community, was to engage qualified partners.

The selection of the Dell/Schlumberger team was based upon a number of key factors, some of which include:

- Both organizations were experienced in delivering IT services across other vertical markets. It was this experience that Seton wanted to leverage and apply within healthcare.
- Both organizations had successfully worked together on another outsource (UTMB), which had requirements similar to Seton's.
- Seton wanted to find the right "professional home" for their valued employees. Schlumberger had demonstrated a transition approach for their employees and had a proven track record for maintaining a high retention rate on the outsourced staff.
- Both organizations had an emphasis and focus on customer care.

The contract was executed in February 2001 and has an estimated valued of \$30 million over the five-year primary term.

Presently, the Dell/Schlumberger team is in the eighth month of a nine-month transition phase. We are preparing to wrap-up the transition in order to begin the technology vitalization and IT roadmap phase of the contract.

#### **Standard Chartered Bank**

We relocated Standard Chartered Bank's major data center services from customer sites in Cardiff and New York into a strategic UK data center in Andover. Following on from the APR outsource, the UK/North American systems were outsourced within this agreement, which, apart from the core banking systems, included Chartered Trust, the bank's financing company.

The New York AS/400 service that was relocated to the UK was for a currency dealing system (the largest on Wall Street), handling back-office settlements for funds transfer. This was subject to FED audit and, after relocation, had to closely operate with a front office DEC system that remained in New York. The issue was complicated by the intensive manual operation of the systems and the impact of time zone differences upon the application.

Standard Chartered Bank transferred no staff whatsoever with the outsource agreement; consequently, we had to completely train all operations and support staff for the systems that were transferred.

The effort involved a HDS Pilot mainframe, 700gb disk, manual media library (11,000 x 3480 cartridges), seven AS/400, 36 servers of various types (mostly IBM RS/6000) and two FileNet optical libraries.

### **Allied National Companies**

Allied National – a 50-year-old, privately owned Kansas City firm – has grown from a provider of life insurance to a national marketer and administrator of fully insured health, life, accident, disability and dental products. With an experienced management team and nearly 200 full-time associates, Allied's primary goal is to provide outstanding service for value-focused products.

Much like the initiatives that Dallas County is looking to accomplish, Allied National needed to transition from the mainframe structure that had provided support for proprietary applications for their internal operations for the past two decades.

Allied National began using a Dell and Oracle solution in 1997. That original PowerEdge 4200 – powered with a single Intel Pentium II processor at 200 MHz and 256 MB Ram – is being used now as a platform to run Groupwise internal messaging software.

Today, a Dell PowerEdge 6300 enterprise-class server running Oracle8 database software is at the heart of Allied National's research and analysis. The PowerEdge 6300 server is configured with dual Intel Pentium II processors at 450 MHz with 1 MG cache, 512 MB RAM and a 20/40 GB DLT tape drive for backup.

The Dell/Oracle combination provides a support tool for associates. Their ability to perform multiple analysis iterations in short cycle times helps Allied National determine the best rates for clients. In addition, the technology combination houses all of the analysis information being performed to build a business model to be used in the deployment of a new IT environment.

### **Ernst & Young**

In New Zealand, Ernst & Young offers advisory and consulting expertise in a range of financial, corporate and business services. The firm's 900 employees are based in Auckland, Wellington and Christchurch.

Internationally, Ernst & Young has a long history of working with Dell. In the US, Ernst & Young has been a Dell customer since 1992. A dialogue between the two organizations began in New Zealand in 1996.

In 1997, Dell came to Ernst & Young with the idea of a total upgrade using a lease arrangement. Much like Dallas County is looking to accomplish, Ernst & Young's goal was to build an enterprise-wide IT platform that would enable the firm to use most currently available technology to deliver better, faster and more valuable service to clients. With its full-service range of notebooks, desktops and servers, Dell offered the solution.

Over the past two years, Ernst & Young has purchased 200 Dell OptiPlex desktops and 500 Dell Latitude notebooks. Its network servers were upgraded with the purchase of one Dell PowerEdge 6350 network server, four PowerEdge 4350 and 10 PowerEdge 4200, 2300 and 2200 servers. Ernst & Young's storage requirements were fulfilled with the acquisition of two Dell 650F PowerVault Fibre Channel Storage Systems.

In its daily operations, Ernst & Young uses powerful applications that require the highest specifications possible. By going to Dell, the firm was able to acquire superior equipment with significantly improved specifications at very reasonable prices. The Dell Latitude notebook computer was chosen for its exceptional processing power.

One outcome of upgrading to powerful Dell hardware is that Ernst & Young's professional staff can now store more data and access more databases. Being able to tap into corporate systems and knowledge bases has increased the efficiency and productivity of Ernst & Young's consultants.

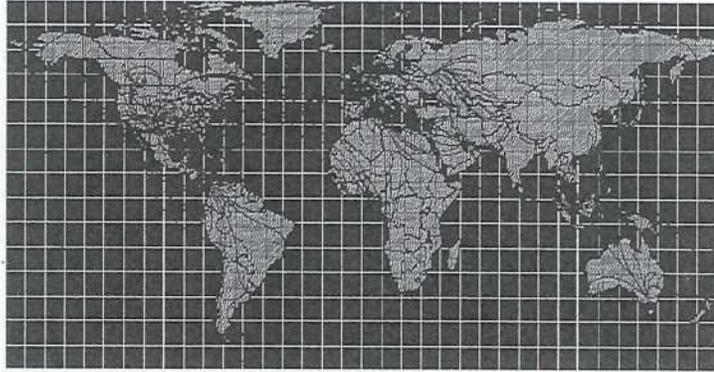
Each of the Dell desktops and notebooks purchased by Ernst & Young is equipped with a CD-ROM, a dramatic change from the past when the firm only had a limited number of CD drives. The advantages of the new hardware include all employees having access to CD-ROM knowledge bases, the ease of loading software and, for those consultants who like listening to music as they work, the ability to play music CDs from their computer.

The investment in Dell hardware has given Ernst & Young a competitive advantage in the delivery of its services to clients. In addition, Ernst & Young has achieved substantial productivity gains by reducing the number of support calls and by replacing older computers with new Dell models with better specifications. In New Zealand, Ernst & Young now uses the same platform as its international partners and by leasing, the company can continue to upgrade, enabling staff and clients to continue to benefit from the very latest in Dell technology.

### Schlumberger

*Note: Schlumberger Network Solutions has been requested to support most of the company's IT requirements worldwide. The provision of services is treated as an actual customer contract with a five-year commitment, stringent SLAs and internal cross-charging.*

Schlumberger Network Solutions is responsible for managing the Schlumberger Information Network (SINet), which was recognized twice by CIO Magazine and has received its Enterprise Value Award. SINet reaches 38,000 users at 650 locations within 55 countries; it utilizes 50 Newbridge multiplexors, 940 Cisco routers, 300 remote access servers and several thousand hubs on a multi-protocol information network. Management of the underlying foreign PTT organizations involves 70 carriers. The Service Management Center in Houston conducts proactive monitoring and capacity planning of the network.



Schlumberger SINet

Schlumberger Network Solutions supports Schlumberger’s SINet by providing services that include:

- 24x7 Service Desk and Service Management Center
- Network monitoring and fault resolution
- Capacity planning
- Network baselining and consolidated network reporting
- Network requirements analysis for applications roll-out
- TCP/IP network and address management
- DECnet network and address management
- Appletalk network and address management
- Voice network management
- X.25 network management
- Internet access
- Network security services and firewall management
- Global carrier management
- Messaging and directory services
- VSAT and Inmarsat satellite services

In addition to supporting SINet, Schlumberger Network Solutions provides LAN and desktop support services that include:

- Service Desk and on-site support for worldwide locations
- Remote access services
- Web site and intranet services
- Network design, procurement, installation and maintenance

B. Identify and briefly describe your 10 largest IT outsourcing arrangements in terms of services provided, contract term and total contract revenue.

	Contract	Scope of Services
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Start Date	Contract Term (Years)	Total Contract Revenue (\$M)	Account Management	Business Management & Support	Transaction Services	Data Center Operations	Help Desk	Databases Support & Management	Disaster Recovery	Applications Development & Maintenance	Network Management	Telecommunications - Voice	Telecommunications - Data Circuits	Training	Consulting Services to User Departments	Personal Computers
Benefits Agency Medical Services	1998	7	710	✓	✓	✓	✓	✓	✓	✓				✓	✓	
Conoco	2001	5	350	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Ecopetrol	2001	4	28	✓	✓	✓	✓	✓			✓	✓	✓		✓	✓
International Olympic Committee	1996	10	287	✓	✓			✓		✓					✓	
Metropolitan Police Service	1999	7	179	✓	✓	✓	✓	✓		✓	✓		✓		✓	✓
National Health Service, Scotland	2001	5	89	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Schlumberger Internal Requirements (in-source)	1995	5	750	✓		✓	✓	✓			✓	✓	✓	✓		✓
Standard Chartered Bank	1997	8	400	✓	✓	✓	✓	✓	✓		✓		✓		✓	
UTMB	1999	4	43	✓	✓	✓		✓			✓		✓		✓	✓
Maxus Energy	1997	4	17	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓

C. Identify and briefly describe your 5 most complex IT outsourcing arrangements. Include in this description the key challenges and reasons for the complexity.

**University of Texas Medical Branch**

Key challenges:

- User base dispersed over 79 buildings
- 4,600 networked computers
- Extreme diversity in users' computer literacy
- No common operating environment
- Achieving the following service improvements after transition:
  - 61.4% grade of service was improved to 89.2%
  - 51 second average wait was decreased to 21 seconds
  - 11.2% average abandon rate was decreased to 2.6%

### International Olympic Committee

#### Key challenges:

- Manage all computer hardware and software vendors
- Hardware and software systems integration of all computer vendors at the Olympics
- Training of all people utilizing all computer systems, web, news updates, security, timing equipment and event scoring data capture
- Design and support for international website
- Very time sensitive/dependant information
- Accuracy is paramount

### Metropolitan Police Service

#### Key challenges:

- Very distributed infrastructure, making logistics very complex
- Some locations would only include one or two PC users, making it challenging to efficiently provide on-site support to these users while remaining cost effective for the client
- Wide variety of operating systems and applications needed to be narrowed down to a standard hardware and software image. Training was provided to all users to ensure fast and wide acceptance of new standards.

### Maxus

#### Key challenges:

- Full IT outsource (LAN/WAN, help desk, telecommunications, applications support, cabling, etc.)
- Required cost reductions of 8% or more per year
- Multiple locations with scattered infrastructure
- Complex transition to a highly technological environment (slow and reluctant adoption of new tools by users)
- Migration of tools to a fully integrated support environment

### Department of Social Security and Inland Revenue

#### Key challenges:

- 12,000 items moved/upgraded (PC, servers, printers and telephones)
- 29,000 new Cat. 5 structured cabled outlets installed
- 6,500 staff relocated (2,000 to the Green Field site and 4,500 within the main site)
- More than 8,000 extensions installed via four new Realitis PABXs

- 18,000 pairs of multi-core cabling moved
- 2,000 extensions migrated to three new Realitis PABXs (in new buildings)
- 300-seat call center relocated

#### 4.6 Specific Experience and Capabilities

- A. Provide specific details of your experience and capability in providing support for centralized computing.

Schlumberger currently carries more than 9,140 mainframe MIPs. Our data center customers include Ferrari, Standard Chartered Bank, British Rail, Electrolux and JP Morgan. Our range of services includes technical support, capacity planning, network management, operations, scheduling, I/O control, report distribution, file/system backup, media storage management, procurement and retention management.

- B. Provide specific details of your experience and capability in providing support for computing in distributed and/or field locations.

In addition to mainframe services, Schlumberger manages more than 50,000 servers, which requires the support of AS400, UNIX, Windows 2000 and NT operating systems. Customers include British American Tobacco, Morgan Stanley, National Health Systems and Metropolitan Police Service.

Furthermore, QNet provides distributed environment support. Current contracts include the City of Plano, Kerr-McGee and Coldwell Banker.

- C. Provide specific details of your experience and capability in providing application systems development and maintenance for customers similar in size and scope to Dallas County. Include in this discussion your experience with governmental systems in general and specifically with Oracle Financials.

Schlumberger manages many application development groups for both mainframe and distributed computing (client server). We follow a strict systems development lifecycle approach and offer a seamless entity of staff for applications development of mixed systems technology. With QNet as a partner, our services span many offerings specific to Dallas County's needs. The Schlumberger team supports and develops mainframe applications in Cobol, SQL, SAS, DB2, M204, CICS, MVS JCL and Oracle PL/SQL.

Our government contracts similar in size and scope include the Metropolitan Police Service and Scotland Yard in the UK. In addition, QNet provides ongoing support in Oracle Financials for PricewaterhouseCoopers and Kerr-McGee. The complexities of these contracts are very similar to the Dallas County systems described in the RFP.

Skill sets for technical support and development consist of the following areas of

expertise:

- C++
- C
- SQL
- OS400
- SAP
- CICS
- MVS JCL
- DB2
- Oracle
- Java
- Visual Basic
- Windows NT, 95, 98, 2000
- M204
- Oracle
- PL UNIX
- DBAs
- EDI
- Electronic commerce
- Microsoft
- DB2
- Citrix
- OpenView
- Security
- TCP/IP network technicians
- Cobol
- SAS

D. Describe any certifications held for supplying applications development/maintenance services, such as Software Engineering Institute's (SEI) Capability Maturity Model (CMM) or other industry standard practices.

Collectively, the Schlumberger team employs personnel who maintain the following related certifications:

- OS390 DBA/Design
- Certified DBA/DB2 Application
- Certified DB2/Administration
- IMS/DBA Certified
- IMS/DBA Performance tuner
- Oracle8i DBA OCP
- Oracle8 DBA OCP
- Oracle Financials

Additionally, our team holds various corporate certifications including:

Schlumberger Corporate Certifications			
<ul style="list-style-type: none"> <li>• Microsoft</li> <li>• Netscape</li> <li>• Cisco</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle</li> <li>• Notes</li> <li>• Nortel networks</li> </ul>	<ul style="list-style-type: none"> <li>• IBM</li> <li>• UNIX</li> <li>• AT&amp;T</li> </ul>	<ul style="list-style-type: none"> <li>• 3Com</li> <li>• Many web-hosting alliances</li> <li>• Sp</li> </ul>
QNet Corporate Certifications			
<ul style="list-style-type: none"> <li>• QISV (Qualified Information Systems vendor) for the State of Texas</li> <li>• HUB</li> <li>• NTRCA</li> </ul>	<ul style="list-style-type: none"> <li>• Novell Gold</li> <li>• Dell Premier service authorization</li> <li>• Compaq service authorization</li> </ul>	<ul style="list-style-type: none"> <li>• HP service authorization</li> <li>• Microsoft Solutions Partner</li> <li>• Cisco</li> </ul>	<ul style="list-style-type: none"> <li>• IBM VAR and service authorization</li> <li>• 8a certifications (pending)</li> <li>• MBDC certifications (pending)</li> </ul>

E. Provide specific details of your experience and capability in providing support for implementing and managing networks or telecommunications (voice, voice over IP, video and data).

Schlumberger and QNet employ network engineers with more than 13 years of

experience in telecommunications, network design, installation and support. We are experienced in the implementation of voice over IP networks, voice circuits and PBX end-to-end solutions and have worked extensively with T1, fractional T1, frame relay, ISDN, DSL, VPN, dial-up and wireless RF technology. In addition, the Schlumberger team has designed and implemented solutions utilizing Cat 6, Cat 5, fiber, token-ring and coax cable wiring backbones.

Some of our customers with various support of this nature include:

- UTMB
- Conoco
- Triton Energy
- Kerr-McGee Corporation

#### **UTMB**

The use of UTMB's information technology infrastructure varies greatly across Texas and includes systems essential to providing quality health care. One example is telemedicine – UTMB's innovative service that uses video networks to provide medical services to patients at remote sites throughout the state. Schlumberger implemented and supports this video/voice/data network across Texas, which is essential in providing patient care.

#### **Conoco**

As part of our current contract with Conoco, Schlumberger has been asked to support, manage and administer the Conoco global network infrastructure. Additionally, Schlumberger is engaged in the specification, configuration and installation of the telecommunications hardware and software as well as associated tasks in the management of third party carriers. Having many similarities to the County's requested services, Conoco is a prime example of Schlumberger's breadth of experience, knowledge and capabilities.

#### **Triton Energy**

Because of a major find in West Africa, Triton Energy has expanded its operations in Equatorial Guinea. Schlumberger was contracted to design and install Triton's complete IT infrastructure, including all telecommunications data and voice components.

#### **Kerr-McGee Corporation**

As part of the service agreement QNet provide install, move, add and change (IMAC) services for two local offices and 20 field locations throughout Texas, Oklahoma and Louisiana. The company provides the support for all voice and data communications to the remote offices and field locations. Kerr-McGee field locations have frame-relay connections to the headquarter office. QNet manages these frame relay circuits to ensure production data is delivered daily and on time.

- F. Provide specific details of your experience and capability in providing support to end users via a Help Desk or similar concept.

The Schlumberger Service Desk in Houston became operational in 1996. Last month, the Service Desk took more than 35,000 calls in its support of 17 different customers and their end-users. The Service Desk is directly integrated with our 7x24 network operations center; the two combine to provide our customers with a single point of contact and a fully integrated end-to-end solution for their infrastructure outsourcing needs. All previously mentioned customers leverage the help desk and/or service management center in Houston, which is seamlessly integrated with similar help desks around the world. Our Service Desk is the single point of contact. Organized by customer, a core team of analysts is assigned to a specific client, allowing them to have an in-depth knowledge of each customer's environment. Schlumberger has the business focus to help users leverage technology to solve business problems fast and effectively.

For all service-related questions, our Service Desk is able to track each request made using our Global Ticketing System to report on new and ongoing issues. We are able to report on a total number of requests, outages and a resolution rate for each contract by analyst, which enables the Service Desk to resolve more calls and increase and optimize first call resolution.

- G. Provide specific details of your experience and capability to effectively manage the productivity of technical, end-user and application support staff.

Schlumberger applies a proven methodology in all of our outsourcing contracts in efforts to effectively manage the productivity and effectiveness of support staff. It is our fundamental goal that each employee gains the skills and knowledge to the level of competency required to meet our clients' expectations, as well as to professionally advance to their maximum potential. Applying the core skills of our professionals, Schlumberger's approach to delivering IT services focuses on the objective of efficiencies, which results in overall customer satisfaction specific to our clients' defined requirements.

Some of our current experience includes activities undertaken at UTMB, where we were required to take on approximately 50 employees. These employees were trained within our training structure and methodology curriculum. With effective management, we were able to improve customer satisfaction and increase marketable service levels.

"Schlumberger ... has the tools, people and processes necessary to support an organization the size and diversity of UTMB," stated Tom Epley, UTMB's manager of information services who coordinated the selection process. "They demonstrated excellent understanding of our business objectives. We know that we will be able to work as partners, saving money from the start while maintaining or improving the level of service to users across the campus and to our geographically distributed faculty, students and staff."

## 4.7 Customer Base

### A. Overall customer base

Schlumberger provides global network and IT support outsourcing, IT consulting services and security services for a multitude of customers on a global scale.

With primary offices located in Houston, Schlumberger has operations throughout the Americas, Europe, Middle East, Africa and Asia-Pacific. Today, we're supporting a workforce of thousands in the government, energy, healthcare, finance and utility sectors throughout over 100 countries. Schlumberger is an established global outsource provider with more than 30 years experience encompassing staff located across 4,000 locations worldwide. Having contracted business with more than 300 customers, our overall customer base is diversified by our broad presence in the industry market sectors mentioned above, the vertical markets contained therein as well as our geographic adaptability.

Schlumberger's customer base is presented in the following tables.

Schlumberger Public Sector Customers			
<ul style="list-style-type: none"> <li>• Arlington County, VA</li> <li>• Village of Arlington Heights, IL</li> <li>• Aspen/Pitkin County, CO</li> <li>• Atlanta Regional Commission, GA</li> <li>• Auckland City, New Zealand</li> <li>• City of Aurora, CO</li> <li>• City of Baltimore, MD</li> <li>• City of Bismarck, ND</li> <li>• City of Bloomington, IN</li> <li>• Monroe County/Indiana University/City of Bloomington Utilities</li> <li>• Bossier City, LA</li> <li>• Boston Water and Sewer Commission</li> <li>• City of Brampton/Region of Peel</li> <li>• Brampton Hydro, Ontario</li> <li>• City of Burbank Public Utilities, CA</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Work and Pensions</li> <li>• City of Des Moines, IA</li> <li>• DSDC Donnington (Ministry of Defense)</li> <li>• City of Dubuque, IA</li> <li>• City of Durango, CO</li> <li>• E-470 Public Highway Authority, CO</li> <li>• Eagle County, CO</li> <li>• East Bay Municipal Utility District, CA</li> <li>• Escambia County, FL</li> <li>• Escambia County Utility Authority, FL</li> <li>• English Heritage</li> <li>• City of Evanston, IL</li> <li>• City of Fresno, CA</li> <li>• Gainesville Regional Utilities, FL</li> <li>• Geauga County, OH</li> <li>• Greater Orlando Aviation Authority, FL</li> </ul>	<ul style="list-style-type: none"> <li>• Jackson Energy Authority, TN</li> <li>• James City County, VA</li> <li>• Jefferson County, CO</li> <li>• City of Kalamazoo, MI</li> <li>• City of Kansas City, MO</li> <li>• Kent County, MI</li> <li>• City of Kingston, Ontario</li> <li>• La Plata County, CO</li> <li>• Lee County Electric Cooperative, Inc., FL</li> <li>• City of Lethbridge, Alberta</li> <li>• Lower Colorado River Authority, TX</li> <li>• Lucas County, OH</li> <li>• Manitoba Finance Department</li> <li>• Marion County, IN</li> <li>• Maui County, HI</li> <li>• McHenry County, IL</li> <li>• Mecklenburg County, NC</li> <li>• City of Mesa, AZ</li> <li>• Metropolitan Police</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Municipality of Peel, Ontario</li> <li>• City of Peterborough, Ontario</li> <li>• Peterborough Utilities Commission, Ontario</li> <li>• City of Phoenix, AZ</li> <li>• Polk County, IA</li> <li>• Police Information Technology Organization (TASD)</li> <li>• City of Pomona, CA</li> <li>• City of Portland, OR</li> <li>• State of Queensland, Australia</li> <li>• City of Riverside, CA</li> <li>• Sacramento Municipal Utility District, CA</li> <li>• City of St. Paul, MN</li> <li>• Salt River Project Agricultural Improvement and Power District, AZ</li> </ul>
Schlumberger Public Sector Customers			

<ul style="list-style-type: none"> <li>• Town of Caledon, Ontario</li> <li>• City of Calgary, Alberta</li> <li>• City of Casper, WY</li> <li>• Central Iowa Automated Mapping Group (CIAM)</li> <li>• City of Chesapeake, VA</li> <li>• Chesterfield County Department of Utilities, VA</li> <li>• Cincinnati Area Geographic Information System (CAGIS)</li> <li>• City of Oceanside Water Utilities Department, CA</li> <li>• City Public Service, San Antonio, TX</li> <li>• Clark County, NV</li> <li>• City of Coeur d'Alene, ID</li> <li>• City of Colton, CA</li> <li>• City of Columbus, OH</li> <li>• City of Concord, CA</li> <li>• Consignia</li> <li>• Crown Prosecution Service</li> <li>• Dallas Area Land Information System</li> <li>• City of Dallas, TX</li> <li>• City of Dayton, OH</li> <li>• City and County of Denver, CO</li> <li>• Denver Water Board, CO</li> <li>• Department of Environment, Transport and the Regions</li> <li>• Department of Food and Rural Affairs</li> <li>• Department of Trade &amp; Industry</li> </ul>	<ul style="list-style-type: none"> <li>• Grand Valley Metro Council/REGIS Agency, MI</li> <li>• City of Hamilton, OH</li> <li>• Regional Municipality of Hamilton-Wentworth, Ontario</li> <li>• Henrico County, VA</li> <li>• Home Office</li> <li>• Home Office Immigration and Nationality Directorate</li> <li>• Honolulu Board of Water Supply, HI</li> <li>• City and County of Honolulu, HI</li> <li>• Houston Metropolitan Transit Authority, TX</li> <li>• City of Houston, TX</li> <li>• City of Huntington Beach, CA</li> <li>• Indiana Department of Transportation</li> <li>• Indianapolis Airport Authority, IN</li> <li>• Indianapolis Department of Metropolitan Development, IN</li> <li>• Indianapolis Department of Public Works, IN</li> <li>• Indianapolis Department of Transportation, IN</li> <li>• City of Indianapolis, IN</li> <li>• Indianapolis Mapping and Geographic Infrastructure Systems (IMAGIS), IN</li> <li>• Indianapolis Water Company, IN</li> <li>• Inland Revenue</li> <li>• Iron Range Resource Rehabilitation Board, MN</li> </ul>	<ul style="list-style-type: none"> <li>• City of Mesa, AZ</li> <li>• City of Memphis/Shelby County, TN</li> <li>• Miami Valley Regional Planning Commission, OH</li> <li>• Michigan Land Information Exchange</li> <li>• Milwaukee County, WI - Automated Mapping and Land Information System</li> <li>• City of Mississauga, Ontario</li> <li>• Montgomery County, OH</li> <li>• National Air Traffic Services Ltd</li> <li>• National Criminal Intelligence Service</li> <li>• National Health Service in Scotland</li> <li>• National Health Service Pensions Agency</li> <li>• National Health Service Strategic Tracking Service</li> <li>• North Dakota Department of Transportation</li> <li>• North Staffs NHS Trust</li> <li>• North Shore City, New Zealand</li> <li>• Town of Oakville, Ontario</li> <li>• City of Oceanside, CA</li> <li>• Office of Government Commerce</li> <li>• Omaha Metropolitan Utilities District, NE</li> <li>• Orange County, CA</li> <li>• Osceola County, FL</li> <li>• City of Oshkosh, WI</li> <li>• Regional Municipality of Ottawa-Carleton, Ontario</li> <li>• City of Ottawa, Ontario</li> <li>• City of Pasadena, CA</li> </ul>	<ul style="list-style-type: none"> <li>• San Antonio Water System, TX</li> <li>• City of San Carlos, CA</li> <li>• San Diego County Water Authority</li> <li>• Savannah Area GIS Consortium, GA</li> <li>• Spartanburg County, SC</li> <li>• Snohomish County Public Utilities District, WA</li> <li>• South Central Connecticut Regional Water Authority</li> <li>• St. Croix County, WI</li> <li>• Strategic Rail Authority</li> <li>• Suffolk Coastal District Council</li> <li>• Summit County, CO</li> <li>• Three Rivers District Council</li> <li>• Tri-County Health, CO</li> <li>• UK Passport Agency</li> <li>• Vibrating White Finger Screening Services</li> <li>• City of Virginia Beach, VA</li> <li>• Warren County, IA</li> <li>• Water Authority of Western Australia</li> <li>• Wayne County, MI</li> <li>• West Wiltshire District Council</li> <li>• City of Windsor, Ontario</li> <li>• Winnebago County, WI</li> <li>• City of Winnipeg, Manitoba</li> <li>• Yuma Metropolitan Planning Organization, AZ</li> </ul>
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**Schlumberger Customers**

<ul style="list-style-type: none"> <li>• Aiken Electric Cooperative</li> <li>• Alabama Power Company</li> <li>• Alberta Power, Ltd.</li> <li>• Allegheny Power</li> <li>• Alliant Energy</li> <li>• American Electric Power</li> <li>• Accenture (formerly Andersen Consulting)</li> <li>• Arizona Public Service Company</li> <li>• Arkansas Power &amp; Light Company</li> <li>• Atlanta Gas Light</li> <li>• Atlantic Electric Company</li> <li>• Baltimore Gas &amp; Electric</li> <li>• Bangor Hydro-Electric</li> <li>• BC Gas Utility Ltd.</li> <li>• Bechtel</li> <li>• Benefits Agency Medical Services</li> <li>• Boston Edison Company</li> <li>• Boston Gas</li> <li>• Brampton Hydro</li> <li>• British Columbia Hydro</li> <li>• British Rail</li> <li>• Cameron</li> <li>• Canadian Utilities, Ltd.</li> <li>• Carolina Power &amp; Light</li> <li>• Centra Gas, Alberta Inc.</li> <li>• Centra Gas, British Columbia Inc.</li> <li>• Centra Gas, Ontario Inc.</li> <li>• Central &amp; South West Services</li> <li>• Central Hudson Gas &amp; Electric Corporation</li> <li>• Central Illinois Light Company</li> <li>• Central Power &amp; Light Company</li> <li>• City of Tallahassee Electric</li> </ul>	<ul style="list-style-type: none"> <li>• Chesterfield County Department of Utilities, VA</li> <li>• Chevron</li> <li>• China Light &amp; Power Company, Ltd.</li> <li>• Cincinnati Gas &amp; Electric Company</li> <li>• Cinergy</li> <li>• Citizens Gas &amp; Coke Utility</li> <li>• Citizens Utilities/Louisiana Gas Service Division</li> <li>• City of Bloomington Utilities</li> <li>• City of Burbank Public Utilities</li> <li>• City of Riverside Public Utilities</li> <li>• Electrolux</li> <li>• ENOGEX</li> <li>• Entergy Operations</li> <li>• Equitable Resources</li> <li>• ESKOM</li> <li>• Etobicoke Hydro</li> <li>• Ferrari</li> <li>• FirstEnergy</li> <li>• Fleetwood</li> <li>• Jackson Energy Authority, TN</li> <li>• Jacksonville Electric Authority</li> <li>• JP Morgan</li> <li>• Kentucky Utilities</li> <li>• KeySpan Energy</li> <li>• Korea Electric Power Corporation</li> <li>• LASMO</li> <li>• Lee County Electric Cooperative, Inc.</li> <li>• Louisville Gas &amp; Electric Company</li> <li>• Lower Colorado River Authority</li> </ul>	<ul style="list-style-type: none"> <li>• Florida Keys Electric Cooperative Assoc.</li> <li>• Florida Power &amp; Light</li> <li>• Florida Power Corporation</li> <li>• Gainesville Regional Utilities</li> <li>• Georgia Power Company</li> <li>• Global Marine</li> <li>• GPU Service Corporation</li> <li>• Hawaiian Electric Company</li> <li>• Hydro Mississauga</li> <li>• Illinois Power Company</li> <li>• Indiana Gas Company</li> <li>• Indianapolis Power &amp; Light Company</li> <li>• International Olympic Committee</li> <li>• Institute of Gas Technology</li> <li>• Integral Energy</li> <li>• Nova Scotia Power</li> <li>• NSTAR</li> <li>• Ocean Energy</li> <li>• Ohio Edison Company</li> <li>• Oklahoma Gas &amp; Electric Company</li> <li>• Oklahoma Natural Gas Company</li> <li>• Omaha Metropolitan Utilities District</li> <li>• Omaha Public Power District</li> <li>• Ontario Hydro</li> <li>• Orange and Rockland Utilities</li> <li>• Pacific Gas &amp; Electric</li> <li>• Pacific Power &amp; Light Company</li> <li>• PacifiCorp</li> <li>• Panhandle Eastern Pipeline Corporation</li> <li>• Pennsylvania Power</li> <li>• Pennsylvania Power &amp; Light Company</li> <li>• Peoples Gas Light &amp; Coke Company</li> </ul>	<ul style="list-style-type: none"> <li>• Pennzoil</li> <li>• Pioneer Natural Resources</li> <li>• Pride International</li> <li>• Public Service Company of Colorado</li> <li>• Public Service Company of Oklahoma</li> <li>• Public Service Electric &amp; Gas Company</li> <li>• Puget Sound Power &amp; Light</li> <li>• River Gas</li> <li>• Rochester Gas and Electric Corporation</li> <li>• Sacramento Municipal Utility District</li> <li>• Salt River Project Agricultural Improvement and</li> <li>• Southern Company</li> <li>• Southern Indiana Gas &amp; Electric Company/Sigcorp</li> <li>• Standard Chartered Bank</li> <li>• State Electricity Commission of Victoria</li> <li>• Stolt Shipping</li> <li>• Tampa Electric Company</li> <li>• Texaco</li> <li>• Texas-New Mexico Power Company</li> <li>• Toronto Hydro</li> <li>• Toronto Hydro Electric Commission</li> <li>• TotalFinaElf</li> <li>• Transocean Sedco Forex</li> <li>• TRANSOK, Inc.</li> <li>• Triton</li> <li>• Tucson Electric Power</li> <li>• Union Gas Limited</li> <li>• University of Texas Medical Branch</li> </ul>
<b>Schlumberger Customers</b>			

<ul style="list-style-type: none"> <li>• City of Tallahassee Electric</li> <li>• City Public Service, San Antonio, TX</li> <li>• Columbia Gas Distribution Company</li> <li>• Commonwealth Edison</li> <li>• Commonwealth Electric</li> <li>• Companhia Paulista de Força e Luz (CPFL)</li> <li>• Conoco</li> <li>• Consolidated Edison Company of New York, Inc.</li> <li>• Consolidated Natural Gas Company</li> <li>• Consumers Gas</li> <li>• Consumers Power</li> <li>• CNG Energy Services</li> <li>• Dairyland Power Cooperative</li> <li>• Dayton Power &amp; Light</li> <li>• Delmarva Power &amp; Light Company</li> <li>• Duquesne Light Company</li> <li>• East Bay Municipal Utility District</li> <li>• East Ohio Gas</li> <li>• Ecopetrol</li> <li>• El Paso Electric</li> </ul>	<ul style="list-style-type: none"> <li>• Lumbee River Electric Membership Corporation</li> <li>• Maritime Electric Company Ltd.</li> <li>• Maxus Energy</li> <li>• Merck</li> <li>• Mercury Energy</li> <li>• Michigan Consolidated Gas Company</li> <li>• Mississippi Power</li> <li>• Mountain Fuel Supply Company</li> <li>• National Fuel Gas</li> <li>• National Health Service of Scotland</li> <li>• Nebraska Public Power District</li> <li>• New York State Electric &amp; Gas</li> <li>• Newfoundland Power Company</li> <li>• Niagara Mohawk Power</li> <li>• Nissan Motor Company</li> <li>• North York Hydro</li> <li>• Northeast Utilities System</li> <li>• Northern Illinois Gas</li> <li>• Northern States Power</li> <li>• NOVA Corporation of Alberta</li> </ul>	<ul style="list-style-type: none"> <li>• Peterborough Utilities Commission</li> <li>• Philadelphia Electric Company</li> <li>• Piedmont Natural Gas</li> <li>• Potomac Edison</li> <li>• Potomac Electric Power Company</li> <li>• Providence Gas</li> <li>• PSI Energy</li> <li>• Power District</li> <li>• San Diego Gas &amp; Electric</li> <li>• SaskEnergy Incorporated</li> <li>• SaskPower</li> <li>• Sempra Energy</li> <li>• Seton Healthcare</li> <li>• Shell</li> <li>• Smith International</li> <li>• Snohomish County Public Utility District</li> <li>• South Carolina Electric &amp; Gas Company</li> <li>• SEMCO Energy, Inc./Southeastern Michigan Gas Enterprises, Inc.</li> <li>• Southern California Edison</li> <li>• Southern California Gas</li> <li>• Southern Connecticut Gas Company</li> </ul>	<ul style="list-style-type: none"> <li>• University of Massachusetts</li> <li>• Västernorrland County Council</li> <li>• Vereniging Van Directeuren Van Elektriciteitsbedrijven</li> <li>• Veritas</li> <li>• Virginia Natural Gas</li> <li>• Virginia Power Company</li> <li>• Washington Water Power Company</li> <li>• Wessex Water, UK</li> <li>• West Ohio Gas</li> <li>• West Texas Utilities</li> <li>• Westcoast Energy Pipeline</li> <li>• Western Geophysical</li> <li>• Western Resources, Inc.</li> <li>• Weatherford International</li> <li>• Windsor Utilities Commission</li> <li>• Winnipeg Hydro</li> <li>• Wisconsin Electric</li> <li>• Wisconsin Gas</li> </ul>
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In addition to the above mentioned Schlumberger customer base, our partners for this engagement – QNet and Dell – bring their own diversity in customer base and experience to the table.

Dell, a Schlumberger subcontractor for this engagement, provides services, products and operates on a global scale. Schlumberger and Dell have successfully partnered on recent outsourcing contracts to deliver services for a variety of customers. Most recently, Dell and Schlumberger have partnered on a multi-year, multi-million dollar outsourcing contract to provide services and products to Seton Healthcare in Austin.

QNet Information Services, the third member of the Schlumberger proposed subcontracting team, has been serving the Dallas-Ft. Worth area since 1998 and is a network technology firm that offers outsourcing, technical consulting, web design and hosting, Network infrastructure installation and short or long-term maintenance programs on all facets of computer networks, telecommunications and data communications.

Information about the Dell and QNet customer bases is provided in the following tables.

<b>Dell Public Sector Customers</b>			
<ul style="list-style-type: none"> <li>Dallas County</li> <li>California Department of Community Services and Development</li> <li>City of Stockholm</li> <li>Commonwealth of Pennsylvania</li> </ul>	<ul style="list-style-type: none"> <li>Florida Department of Children and Families</li> <li>Florida Department of Law Enforcement</li> <li>Los Angeles Public Library</li> <li>Maricopa County Recorder</li> </ul>	<ul style="list-style-type: none"> <li>New Jersey Department of Corrections</li> <li>Pacific Northwest National Laboratory (PNNL)</li> <li>Sensor Systems, Inc.</li> <li>South Carolina Parks, Recreation and Tourism</li> </ul>	<ul style="list-style-type: none"> <li>Texas Department of Protective and Regulatory Services</li> <li>United Kingdom Government</li> <li>Virginia Legislature</li> </ul>
<b>QNet Public Sector Customers</b>			
<ul style="list-style-type: none"> <li>City of Dallas</li> <li>City of Lancaster</li> </ul>	<ul style="list-style-type: none"> <li>City of Plano</li> <li>DART</li> </ul>	<ul style="list-style-type: none"> <li>Texas Department of Health</li> <li>Texas Department of Human Services</li> </ul>	<ul style="list-style-type: none"> <li>Texas Department of Public Safety</li> <li>Texas Department of Transportation</li> </ul>

<b>Dell Customers</b>			
<ul style="list-style-type: none"> <li>24/7 Exactis</li> <li>Acosta Sales and Marketing Co.</li> <li>ActiveInk</li> <li>Aegon Insurance Group</li> <li>aFINDz.com</li> <li>Agiliti</li> <li>Airborne Express</li> <li>Allied National Companies</li> <li>Alsons Corporation</li> <li>Amerada Hess Corp.</li> <li>American Airlines</li> <li>AMPLATS</li> <li>Ana G. Méndez University System</li> <li>Antelope Valley Health Care System</li> <li>Ask Jeeves</li> <li>Assessment Systems, Inc.</li> <li>AT&amp;T</li> <li>Bang Networks</li> <li>Bay Area Rapid Transit</li> <li>Bay City Public Schools</li> </ul>	<ul style="list-style-type: none"> <li>Dell on Microsoft Exchange 2000</li> <li>Dell on Microsoft SharePoint Portal Server</li> <li>Dell Upgrades to SQL Server 2000</li> <li>Dell.com</li> <li>Dell's Supply Chain</li> <li>DellWare</li> <li>Detroit Edison</li> <li>Detroit Edison Wireless</li> <li>DSM Copolymer</li> <li>Earthcars.com</li> <li>East Carolina University</li> <li>Eastman Chemical Company</li> <li>eCertain</li> <li>eCollege</li> <li>EdExpress</li> <li>Edward Jones</li> <li>empactHealth.com</li> <li>Entergy</li> <li>Ernst &amp; Young</li> <li>Etensity</li> <li>Ernst &amp; Young</li> </ul>	<ul style="list-style-type: none"> <li>Lafourche Parish Schools</li> <li>Laredo School District</li> <li>Lithonia Lighting</li> <li>Livingston Parish School Board</li> <li>LoanGiant.com</li> <li>LSI Logic</li> <li>Magenic Technologies</li> <li>Manulife Wood Logan</li> <li>MarketSoft</li> <li>MedicalLogic</li> <li>MemorialCare</li> <li>Merrill Lynch Investment Strategy &amp; Product Group</li> <li>Metro Networks</li> <li>Miami-Dade Community College</li> <li>MicroStrategy</li> <li>MonierLifetile</li> <li>Monster.com</li> <li>Mountain States Health Alliance</li> <li>MTVi Group</li> <li>MusicMatch, Inc.</li> <li>NASDAQ</li> </ul>	<ul style="list-style-type: none"> <li>Salt Lake City School District</li> <li>SAS Institute</li> <li>Sensor Systems, Inc.</li> <li>Schlumberger</li> <li>Schnitzer Steel Information Services</li> <li>Sea-Land Service, Inc.</li> <li>Seattle City Light</li> <li>Shell Oil Company</li> <li>Siemens Energy &amp; Automation</li> <li>Smallbusiness.com</li> <li>SmartPipes</li> <li>SMARTworks.com, Inc.</li> <li>South Huntington, Long Island School District</li> <li>Southwest Bank Of Texas</li> <li>Springfield School District</li> <li>St. Lucie County Schools</li> <li>Standard Register</li> <li>Streamline Capital</li> </ul>

**Dell Customers**

<ul style="list-style-type: none"> <li>• Bayer Worldwide</li> <li>• bbcn.com</li> <li>• Bellagio Hotel</li> <li>• Beverly Enterprises, Inc.</li> <li>• BigCharts, Inc.</li> <li>• Bose Corporation</li> <li>• Bradley-Morris</li> <li>• Bridgestone/Firestone, Inc.</li> <li>• Broadcast.com</li> <li>• Bumrungrad Hospital</li> <li>• Carilion Health System</li> <li>• Carnival Cruise Lines</li> <li>• Casiano Communications</li> <li>• Catholic Healthcare West</li> <li>• Clayton Schools</li> <li>• Centaur Technology, Inc.</li> <li>• CenterBeam</li> <li>• Chanel</li> <li>• Choice Hotels</li> <li>• Chiquita</li> <li>• Cobb County School District</li> <li>• Columbia University</li> <li>• Commerzbank Capital Markets Corp.</li> <li>• Compudata Health Corporation</li> <li>• Computer Literacy</li> <li>• Concur Technologies</li> <li>• Cornell Theory Center</li> <li>• Cornell Theory Center Services</li> <li>• Credit Risk Management Associates</li> <li>• Cybersettle.com</li> <li>• Danbury Public Schools</li> <li>• Dayton Hudson</li> <li>• Dell &amp; Ariba</li> </ul>	<ul style="list-style-type: none"> <li>• Etensity</li> <li>• e-Travel</li> <li>• Exodus Communications</li> <li>• Exterprise, Inc</li> <li>• Farmers' Mutual Group</li> <li>• Federal Express</li> <li>• Federated Mutual Insurance</li> <li>• FG Squared</li> <li>• First Union</li> <li>• First Union Capital Markets</li> <li>• Fleming</li> <li>• FringeGolf</li> <li>• Fulton County Schools</li> <li>• Galaxy</li> <li>• George Washington University</li> <li>• Good Morning America</li> <li>• Graham Packaging Co.</li> <li>• Greengrocer.com.au</li> <li>• Group Health Cooperative</li> <li>• GuinnessWorldRecords.com</li> <li>• Harris Corporation</li> <li>• HCIA-Sachs</li> <li>• Hendrick Motorsports</li> <li>• Hilliard Lyons</li> <li>• Hire.com</li> <li>• hsupply.com</li> <li>• IBiz Technology Corporation</li> <li>• InterComponentWare</li> <li>• Interhop Network Services, Inc.</li> <li>• Irish Independent Newspapers Ltd.</li> <li>• Island ECN Inc.</li> <li>• Junior Summit Online Forum</li> <li>• Kompan A/S</li> <li>• Knowledge Networks</li> <li>• L90</li> </ul>	<ul style="list-style-type: none"> <li>• NaviSite</li> <li>• Nestle S.A.</li> <li>• Netcentives Inc.</li> <li>• NetPlus+</li> <li>• NetStore</li> <li>• NETwerkes, LLC</li> <li>• Network Catalyst</li> <li>• New England College</li> <li>• Newjistics</li> <li>• NewsReal, Inc.</li> <li>• NextCard</li> <li>• Nordstrom.com</li> <li>• Nortel Networks</li> <li>• NorthPower</li> <li>• Nova Southeastern University</li> <li>• Optika</li> <li>• Orange Public School District</li> <li>• Overlake Hospital</li> <li>• Litton PRC</li> <li>• Linkguard</li> <li>• Parsons Brinckerhoff</li> <li>• Pennsylvania State University</li> <li>• Peopleclick</li> <li>• Perpetual Trustees Australia Limited</li> <li>• Pillsbury Madison &amp; Sutro LLP</li> <li>• Planet Project by 3Com</li> <li>• Plumtree Software, Inc.</li> <li>• Pony Express Delivery Services, Inc.</li> <li>• Portland Community College</li> <li>• Q9 Networks</li> <li>• Remax</li> <li>• Retro Studios, Inc.</li> <li>• Russell/Mellon</li> <li>• Rusty Shaffer</li> <li>• Salem Keizer School District</li> </ul>	<ul style="list-style-type: none"> <li>• Southwest Bank Of Texas</li> <li>• Streamline Capital</li> <li>• SUNY Binghamton</li> <li>• SYNC</li> <li>• T. Shipley</li> <li>• Tennessee State University</li> <li>• Terra Networks México</li> <li>• Texaco Benelux</li> <li>• The Schumacher Group</li> <li>• The University of Texas at Austin, McCombs School of Business</li> <li>• Toyota Motor Sales U.S.A.</li> <li>• Trammell Crow Company</li> <li>• Travel Online</li> <li>• United Messaging</li> <li>• Union Texas Petroleum</li> <li>• University of Idaho</li> <li>• University of Miami</li> <li>• University of Michigan Business School</li> <li>• USAToday.com</li> <li>• UUNET Technologies, Inc.</li> <li>• Vastera</li> <li>• Ventix</li> <li>• Voxeo</li> <li>• Waco Boom</li> <li>• Wang Laboratories</li> <li>• Wareforce</li> <li>• WaWa, Inc.</li> <li>• Western Heights Public Schools</li> <li>• White Plains School District</li> <li>• Williams</li> <li>• WorldClinic at Lahey</li> <li>• WorldNow</li> <li>• XUMA</li> </ul>
<b>QNet Customers</b>			

<ul style="list-style-type: none"> <li>• Adams Golf</li> <li>• Afud</li> <li>• AirBand</li> <li>• All Medical Personnel</li> <li>• Allied General Insurance</li> <li>• Archive Supplies, Inc.</li> <li>• Austin Industries</li> <li>• AutoLink</li> <li>• B R W Architects</li> <li>• Bench Mark</li> <li>• Bill Quillin</li> <li>• Bishop &amp; Hummert</li> <li>• Blake Industries</li> <li>• Busy Body Home Fitness</li> <li>• C P U Graphics</li> <li>• Captain Hope's Kids</li> <li>• Chief Oil and Gas LLC</li> <li>• Clare Farley</li> <li>• Clieff Park Village</li> <li>• Coldwell Banker Concierge Service</li> <li>• Creative Visions Social Services</li> <li>• Crump Group</li> <li>• Curtis Business Solutions</li> <li>• Dallas Energy Finance Discussion Group</li> <li>• Dallas Surgical Group</li> <li>• Dallas Telco Federal Credit Union</li> <li>• Danny Tosh</li> <li>• Dean Shinault</li> </ul>	<ul style="list-style-type: none"> <li>• Design Dimensions, Inc.</li> <li>• Dr. Parnness</li> <li>• Dr. Paul Wade &amp; Dr. Mitchell Huebner</li> <li>• Dr. Strange</li> <li>• Dry Clean Super Center</li> <li>• eChoice Solutions</li> <li>• Employee Account</li> <li>• Employees Credit Union</li> <li>• Engene Syes</li> <li>• Eula Vaughn</li> <li>• Exco Resources, Inc.</li> <li>• FEPA</li> <li>• Firra Therapeutics</li> <li>• Fone 2000</li> <li>• Future Telecom Co.</li> <li>• Galleria Credit Union Cust.</li> <li>• Gary Schwarz, CLU, ChFc</li> <li>• Gateway Companies, Inc.</li> <li>• Gibson &amp; Associates, Inc.</li> <li>• Gilbert Financial Services</li> <li>• Going4th Energy System</li> <li>• Halliburton</li> <li>• I S B Mortgage Company</li> <li>• I Want A Poster</li> <li>• IPSCOT, Inc.</li> <li>• J &amp; V Communications Services Inc.</li> <li>• Jackie Adams</li> </ul>	<ul style="list-style-type: none"> <li>• Kerr McGee Corporation</li> <li>• Kevin Horn</li> <li>• Law Offices of Phillip E. Parker</li> <li>• LBI</li> <li>• Lewis George</li> <li>• M C Surveying</li> <li>• Mestex Limited</li> <li>• Modes Aircraft Hardware</li> <li>• Mortgage Service of American</li> <li>• Morgan Building &amp; Spas</li> <li>• Mortgage Service of America</li> <li>• MultiMedia Converting, Inc.</li> <li>• Natalie Yancy</li> <li>• National Bar Association</li> <li>• Neartown Mortgage</li> <li>• Net Mercury</li> <li>• NGK-Locke, Inc.</li> <li>• Nob Hill Decorative Hardware</li> <li>• North Texas Certified Development Corp.</li> <li>• North Texas Emergency Pet Clinic</li> <li>• North Texas Energy Council</li> <li>• Octoberfest 15K</li> <li>• Office Clean</li> <li>• OSL Offshore Systems &amp; Deck Machinery, LL</li> <li>• Park Pharmacy</li> <li>• Planning Services</li> </ul>	<ul style="list-style-type: none"> <li>• Precast Concrete Service</li> <li>• Premier Systems</li> <li>• Presidio Commercial Services</li> <li>• PricewaterhouseCoopers</li> <li>• Rinda Clinard</li> <li>• Royal Preston Animal Clinic</li> <li>• SAFOXDESIGN</li> <li>• Stephens, Turner &amp; Associates</li> <li>• Studebaker-Worthington Leasing Corp.</li> <li>• Telstrat</li> <li>• Texas Digestive Disease Consultants</li> <li>• Texpetro Global Ventures, LLC</li> <li>• The I. S. Group</li> <li>• Total Concepts, Inc.</li> <li>• TrinTel Communications, Inc.</li> <li>• United Cerebral Palsy Dallas</li> <li>• United Paper Inc.</li> <li>• University Union</li> <li>• VHA Southwest</li> <li>• Voice Net Communications</li> <li>• Walnut Creek Private School</li> <li>• Walter Johnson</li> <li>• Xtran Technologies Inc.</li> </ul>
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B. General location of customers (domestic, international, etc.)

Today, Schlumberger employs 85,000 people of some 100 nationalities, working in more than 100 countries. Our customer base proves to be just a diversified. Between our two primary business segments, Schlumberger supports and provides customer services on a global scale across a variety of public sector, energy, healthcare, finance and utility customer accounts.

Schlumberger has a long and distinguished list of domestic U.S. customers. Although these customers are headquartered in various major metropolitan locations across the country (Houston, Dallas, Los Angeles, New York, Denver,

Washington DC), we have performed and/or delivered services in almost every one of the 50 United States and U.S Virgin Islands.

Schlumberger has an equally impressive list of international customers. Schlumberger is currently providing, or has recently delivered services, in each of the following international countries: Algeria, Angola, Australia, Bahrain, Bermuda, Bolivia, Burkina Faso, Canada, Ecuador, Equatorial Guinea, France, Germany, Holland, Hong Kong, Indonesia, Ivory Coast, Italy, Ireland, Japan, Malaysia, Malta, Mexico, New Zealand, Nigeria, Oman, Panama, Peru, Saudi Arabia, Senegal, Scotland, Singapore, Spain, Sudan, Switzerland, Thailand, Trinidad, UK, USA and Venezuela.

C. Customer accounts segmented by industry or percentage of business by industry

Industry Vertical	Share of business by industry
Public Sector	22%
Utilities	12%
Energy/Petroleum	58%
Transportation	2%
Banking/Financial	3%
Healthcare/Pharmaceutical	3%

D. Percentage of Private Sector vs. Public Sector customers in terms of customer count and revenue by Sector.

	Customer Count	Revenues
Private Sector	78%	\$9.0 billion
Public Sector	22%	\$3.4 billion

E. Breakdown of the Public Sector by Federal, State and Local, in terms of customer count and revenue.

Public Sector	Customer Count	Annual Revenue
Federal	100	\$2.2 billion
State	80	\$800 million
Local	75	\$400 million
<b>Total</b>	<b>255</b>	<b>\$3.4 billion</b>

F. Briefly describe any relevant experiences with other government operations similar to Dallas County.

**University of Texas Medical Branch**

In 1999, Schlumberger was awarded a major contract to provide a wide range of services to support the information technology infrastructure of the University of Texas Medical Branch (UTMB). UTMB asked Schlumberger to address many of the same strategic initiatives for their Information Technology infrastructure that Dallas County is looking to accomplish. Schlumberger was able to construct a contract that allow it to concentrate on its core missions of patient care, health profession education and research rather than day to day operations of its technology infrastructure.

Under the contract, which spans four years with options for extensions, Schlumberger is delivering a wide range of services for network and computer systems support. Hardware and software are being provided, as are network management services and 24x7 help desk and desktop support. Details of the services Schlumberger is providing to UTMB include:

- Service Desk support for 13,000 users
- Desktop support for 4,600 desktops
- Server support for 72 servers
- Exchange e-mail support for 13,000 users
- Secure Internet access
- Secure remote access
- Remote access support
- Technology refresh
- Wide area data and video network support
- IS project support LAN refresh

#### **National Health Service in Scotland**

In 1998, Schlumberger was awarded the contract to supply IT services to the National Health Service (NHS) in Scotland and, following a successful six-month transition project, took full responsibility in 1999. Much like Dallas County, NHS was looking for a complete services provider to manage, monitor and maintain their current IT infrastructure as well as lead efforts in transitioning from a legacy mainframe environment to a distributed systems architecture.

From offices in Edinburgh, Paisley, Dundee, Aberdeen and Inverness, Schlumberger provides a variety of IT/IS services to NHS trusts, boards and central departments throughout Scotland. There are in excess of 200 Schlumberger personnel providing these services which include:

- Mainframe processing
- Technical services
- Desktop installation and support
- Local area network installation and support
- Help desk and problem management services
- Consultancy and project management services

- Application management and software development services
- Third party management

### Thames Water

Schlumberger relocated a major data center from a customer site in Reading into a strategic UK data center in Andover for Thames Water – the UK's largest water utility, supplying London and southeast England. Much like Dallas County, Thames Water was looking for a services provider to relocate and manage its data center operations. The Thames Water site was due for demolition and Schlumberger was given just over six months to plan and affect the move. The move was completed in just over three months.

Schlumberger were chosen to deliver one of four service sets as part of a multiple supplier policy held by Thames Water. Consequently, Schlumberger had to manage the transfer while working alongside several co-delivery organizations and maintaining high availability to meet strict deadlines.

The effort involved a HDS Skyline mainframe, IBM 9672 CMOS mainframe, 1.8tb disk storage, three STK tape silos, 56 UNIX systems (HP9000, IBM SP2), 22 NT servers and 12 primes.

### City of Dallas, Texas

Dallas is a highly urbanized city, with a population of over 1 million, occupying an area of approximately 378 square miles that encompasses approximately 318,000 parcels.

Schlumberger (through our acquisition of Convergent Group) was contracted by the City to design and develop a geographical information system (GIS) in 1994. We provided the City with an integrated database design, operational testing and technical support.

We have been working with the City since 1990 when Convergent Group was first retained by the Dallas Area Land Information System (DALIS) consortium to determine the feasibility and cost of implementing a shared, common digital landbase. We initially developed a detailed strategic implementation plan identifying specific project milestones and resource requirements. Major tasks completed included evaluating the digital mapping needs of the participant organizations, developing a conceptual design for a shared land information system, identifying costs related to implementation, analyzing the costs and benefits of implementation, determining an equitable allocation of implementation costs and developing a realistic implementation strategy.

Our services were also retained by the City to design, install and operationally test a GIS database design in a designated pilot project area. We combined the strengths of the Oracle RDBMS and the ESRI ArcInfo GIS software environments to create a fully integrated graphics and attribute database design. The design flexibility allows high performance as GIS applications are developed for the City. The City landbase, the National Pollution Discharge Elimination

System (NPDES) for storm water and other applications were developed from this initial database.

The GIS database design project for the City consisted of five phases: needs assessment, conceptual design, physical database design, implementation and pilot project database population. The result of this work was a customized GIS/RDBMS structure designed to meet the City's need for an ArcInfo GIS database to run on Sun workstations in an UNIX environment.

The needs assessment was an essential data gathering and team communication task in which we and the City exchanged critical information pertaining to the project. After reviewing existing data and documentation, we conducted interviews with City personnel to gather and refine data usage information, data items and data dictionaries. Documentation of the work conducted and the information collected during this phase was presented to the City in a requirements report.

During the conceptual design phase, the requirements data were prioritized, organized and detailed; entity/attribute relationships were modeled; and an entity/relationship diagram was prepared. In addition, all major entities and attributes were examined according to their functionality and association, including an application-to-data item matrix; identification of all symbology, annotation definitions, cartographic standards and placement rules; and a determination of security levels, redundant data levels and geocoding requirements.

We then developed and documented project procedures that met the City's requirements for test, administrative, implementation and backup procedures; libraries and tile layout for database management; standard operating procedures for system administration activities; and the database maintenance process. We recommended data conversion procedures for use by the City when inputting data for the pilot project and reviewed and recommended system, hardware and software modifications, as necessary. Documentation of the work conducted during this phase was prepared and presented to the City.

The physical database design phase followed the conceptual design phase. At this time, we created the ArcInfo coverages and the Oracle relational database tables. The City was briefed on the work conducted, delivered relevant documentation and provided the database schema for data input.

To begin the pilot project, we prepared a timeline and developed an acceptance checklist for the following items: computer environment, data updating, database procedures, Oracle/ArcInfo capability, system functionality, system efficiency and system performance. After the City input the landbase maps, digital orthophoto maps and digital attribute data, we performed acceptance checks of these items and the City's networks.

The implementation phase included installation of all software, tables and coverages necessary to implement the GIS database design, including the CASE tools used to develop and maintain the database. We conducted training for City personnel and provided a maintenance procedures manual. For the City's

convenience, all documentation related to implementation was also provided on diskette.

To conclude the project, we prepared a report for the City's review. After incorporating the City's comments into the report, we presented the final report to City personnel.

- G. Describe any previous experiences working with Dallas County. Indicate scope, division(s) or location(s), time period, Dallas County contact and phone number.

Schlumberger is not currently providing any services to Dallas County.

Dell Computer Corporation has been doing business with Dallas County for several years. The company is currently working directly with the County and your current outsourcing partner to supply desktops, notebooks and servers as well as other IT-related equipment and services. In conjunction with your current outsourcing partner, Dell assists in developing hardware and enterprise server configurations. Through the Custom Factory Integration team of engineers, the company also assists in the certification of images that will be installed on systems order and built directly from Dell. The company also provides periodic roadmap meetings to the County and your partner concerning product direction and estimated lifecycles.

A Dallas County/Dell Premier web page has also been developed, which allows Dell to provide the County with important information related to product, current orders, service and parts, as well as a means of placing orders on-line.

Some of Dell's primary contacts include:

- John Hennessey      MIS Director, Dallas County
- Gloria Reyes        Buyer, Dallas County
- Joseluis Diaz        Enterprise Network Manager, ACS

#### 4.8 Current Customer References

The information contained in this section is confidential and has been supplied to Dallas County as per the requirements set forth in RFP 2002-011-1007.

##### **Seton Healthcare Network**

1201 West 38th Street  
Austin, Texas 78705

Tom Gallagher  
512-324-1903

Duration of service: 8 months into 5-year contract

Total value of contract: \$30 million

Summary of services provided:

- Desktop/Service Desk support (2,800 seats or desktops)
- Enterprise e-mail support for Groupwise
- Server support (77)
- Dell desktop technology refresh
- LAN/WAN/MAN network support
- Intranet/Internet support
- Remote access support
- Asset management
- Hardware maintenance support
- Telecommunications support
- Network security
- IT project support

#### **University of Texas Medical Branch**

301 University Blvd.  
Galveston, Texas 77555

Thomas Epley  
409-772-3817

Duration of service: 3 years

Total value of contract: \$43 million

Summary of services provided:

- Service Desk support for 13,000 users
- Desktop support for 4,600 desktops
- Server support for 72 servers
- Exchange e-mail support for 13,000 users
- Secure Internet access
- Secure remote access
- Remote access support
- Technology refresh
- Wide area data and video network support
- IS project support
- LAN refresh

#### **National Health Service in Scotland**

General Manager, NHS Scotland  
Schlumberger  
Woodbury Service Center  
56 Canaan Lane  
Edinburgh

EH10 4SG  
 Scotland  
 United Kingdom

Bill Wedgewood  
 011-44-131 536 5000

Duration of service: 5 years

Total value of contract: \$85 million

Summary of services provided:

- Mainframe processing
- Technical services
- Desktop installation and support
- Local area network installation and support
- Help desk and problem management services
- Consultancy and project management services
- Application management and software development services

#### 4.9 Past Customer References

The information contained in this section is confidential and has been supplied to Dallas County as per the requirements set forth in RFP 2002-011-1007.

##### Unocal

Unocal New Ventures  
 14141 Southwest Freeway  
 Sugar Land, Texas 77478

Barry Wilson  
 281-491-7600

Duration of service: 17 months

Summary of services provided: Desktop support, help desk, LAN, Intel and UNIX server support and UNIX workstation support. We also completed a \$2 million network upgrade, including project management, cable plant upgrade and replacement of old routers/switches.

Unocal exercised the cancellation without cause option in June 1999 (17 months into a 36-month contract), paying a cancellation penalty, due to business changes within Unocal and Spirit Energy that resulted in consolidation of upper management, elimination of key positions and significant changes in the use of contracted services.

**Willis Coroon**

Willis  
 Reading Bridge House  
 Reading Bridge  
 Reading  
 RG1 8PS  
 United Kingdom

Sue Brimicome  
 +44 118 964 1930

Duration of service: 5 years

Total value of contract: \$33 million

Summary of services provided: Desktop support

Schlumberger provided desktop support across the UK for this global insurance provider under a five-year contract that ended in 2001. In spite of a track record of continuous improvement, added value and best practice implementation, the customer decided to in-source for tax reasons.

#### 4.10 Transition Experience

A. Number of customers for whom you have provided transition services where the processing was being provided by an existing vendor.

Schlumberger has provided transition services for more than 15 customers worldwide in different business sectors like oil & gas, healthcare and education. We have provided a wide range of outsourcing services to major companies around the world. An example of customers for whom we have transitioned services from another vendor includes:

- Unocal
- Conoco
- LASMO
- UTMB
- Seton
- Triton Energy
- Maxus

B. Typical delays encountered while transitioning from another vendor.

Schlumberger's transition methodology is based on a phased approach:

- Operate in place

- Interim mode of operations
- Future mode of operations

During Operate in Place, some of the activities include implementation of the Service Desk, on-site support procedures, maintenance agreements, network monitoring and management. We will provide a sufficient timeframe to conduct these activities with the former vendor involvement.

We will look to former vendors for current documentation. In situations where this does not exist, Schlumberger has the capabilities to bring in experienced resources to accomplish this task. We do not allow for project delays due to the vendor not providing information as Schlumberger focuses on Dallas County's requirements and not former vendor processes and procedures.

Outsourcing design is different for each client. Designed specifically for a given environment, the formal transition plan and its components will be designed around the results of a comprehensive due diligence process. As a result of this process, Schlumberger has no basis for which to deem "typical delays" as a standard, we just simply do not experience delays with any commonalities (typical). Delays are, of course, a reality and, as such, we have built a process to address them.

In the event of an unforeseeable delay, Schlumberger will manage the delay through our change request management process. This process allows the County and Schlumberger to understand the impact and identify the appropriate action plan to take on the area or areas that are affected by the delay. This is a formal process in which issues are brought to a change management review board or committee to review, identify and resolve change issues respective to the agreed upon schedule and contract.

- C. Approach to assisting the County in managing a multi-vendor environment during the time which both the current vendor and the in-coming vendor are conducting services.

As detailed in Section 4.11 Transition Planning, Schlumberger will use a well-defined methodology for transitioning the County's IT services. This methodology has been proven to be successful for several transitions similar to Dallas County's environment. Following our methodology and a structured process, Schlumberger will focus on the details of transition such as infrastructure coordination – specifically, coordinating and directly interacting with the incumbent service providers.

Typically, Schlumberger will facilitate regular meetings with the current service providers as well as the County to discuss the transition plan and roles we would like the current service providers and County IT support staff to participate in. As referenced in our methodology, we will work closely with the current vendor to ensure clear communications enabling the transition to be seamless to Dallas County. Our phased approach will provide time for the current vendor to systematically reduce their services and support as defined and agreed upon in our formal transition plan which will be created specific to Dallas County's requirements based on our due diligence findings.

Each project definition within the transition plan will be discussed and agreed upon in advance with both the current vendors and the County so all parties understand the process, required level of effort, time line, responsibilities and deliverables required for a successful, seamless transition.

- D. Discuss the risk mitigation strategy for supporting cyclical mission critical processing activities that may occur during the final stages of transition.

As mentioned, Schlumberger will use its defined methodology for transitioning Dallas County's IT services. Our transition approach has proven to be successful for several transitions similar to the County's environment and is based on several principles that will help to ensure successful operations. As a tiered approach, mission-critical activities such as operations, processing and business continuity are addressed throughout the lifecycle of the engagement. Upon completion of due diligence, necessary systems, redundancies, back-ups and event/contingency plans are created and put in place to ensure seamless operations throughout the transition process. The critical success factors are:

- Communication to Dallas County IT users, IT staff and business units and Schlumberger account and transition teams
- Resource requirements for transition, both systems and personnel
- Managing business change

Our approach is addressed below in Section 4.11

## 4.11 Transition Planning

- A. Overall transition time frames;

Schlumberger's objective during the Dallas County transition will be to create an environment that ensures we are fully capable of meeting the agreed service level agreements. We will accomplish this through several transition activities that are designed to improve, standardize and document your computing environment. Schlumberger will implement our proven transition methodology using our phased approach to transition.

We will manage the Dallas County transition with a dedicated transition team that will report into the Schlumberger program management office. The transition team will be responsible for seven major areas of transition:

- Administrative
- Personnel
- Financial
- Technical
- Service Desk
- Documentation
- Procurement and asset management

The Schlumberger transition team will follow the same proven methodology at each of Dallas County's metropolitan area sites. Transition team leaders will be appointed for each of the seven areas of transition. These team leaders will lead the teams responsible for the delivery of the agreed transition activities at all locations.

The functions and process for each of these areas of transition are addressed in one of the several transition projects. Each project has a defined set of deliverables. The transition projects will provide Dallas County with a working framework in the following areas:

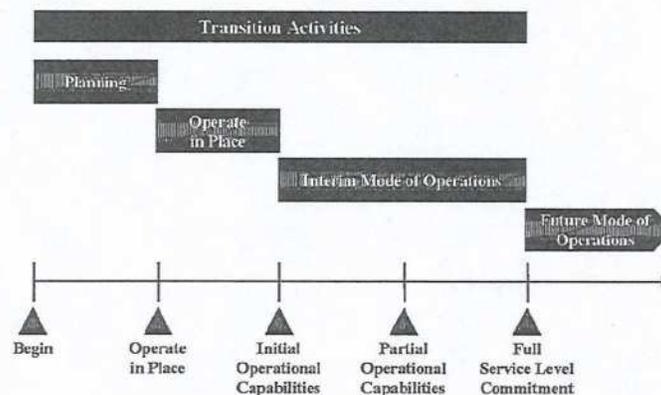
- Program management
- Contract administration
- Financial consolidation
- Governance
- Operations
- Business management
- Technology practice

During transition, our assigned teams will provide regular communications to Dallas County and Schlumberger management in the form of written status reports and predefined scheduled status meetings. A change management procedure will be followed for all changes to the transition schedule or budget. The teams will also follow a defined process for introducing any new procedural changes in the operational environment.

Schlumberger uses a phased approach to transition:

- Transition plan development
- Operate in place
- Interim mode of operations
- Future mode of operations

Transition activities will occur during the first three phases, as illustrated in the following figure. This process will be followed for the transition of all the Dallas County sites.



### *Transition Process*

#### **Phase 1 – Transition Plan Development**

Schlumberger contractually commits to providing a defined set of services. Various projects and service-related activities that require detailed planning are identified. These projects are defined and a full project plan is developed before executing actual transition. Related documents are generated by the Schlumberger transition planning team and the associated County transition planning team.

In addition to transition planning, the team works with operational support groups to develop the governing procedures for the Operate in Place phase. During the planning phase, Schlumberger begins to transition all affected employees. A dedicated management structure is put in place to oversee the operational environment in Phase 2 (Operate in Place).

#### **Phase 2 – Operate in Place**

Operate in Place describes the state of Dallas County's operations at the transition point. In order to create a seamless transition, we will assume operational responsibility for the County's operational service environment. During Phase 2, Schlumberger will continue to operate the environment in the same manner as before and begin implementing procedural changes to the environment. Execution of the transition plan developed in Phase 1 will begin.

During Phase 2, the transition teams will begin the transition activities, which will include the transition of all Dallas County IT services. The Service Desk and network management will be implemented during the Operate in Place phase. For a site to move out of Operate in Place to Interim Mode of Operations, the processes and tools for the following services must be in place:

- Service Desk
- Network monitoring for WAN equipment
- Network monitoring for LAN equipment
- Server monitoring
- Asset management
- Change management
- PBX management
- Hardware repair and maintenance
- Security and administration

#### **Phase 3 – Interim Mode of Operations**

Interim Mode of Operations describes the state of Dallas County's operations when service responsibility is fully transitioned to Schlumberger at the end of Operate in Place. During this phase, Schlumberger will assume full operational responsibility for the County's present mode of operation service environment.

During full operational responsibility, Schlumberger will begin taking user calls at our Service Desk, implement monitoring of all network devices and servers and provide on-site support.

Schlumberger will define several major milestones during the Interim Mode of Operations phase, each of which will have a defined target service level. At the start of this phase, Schlumberger will begin tracking each of the service levels. As we move through this phase, we will track and measure our ability to meet the agreed service levels. This will ensure that we will be able to meet all services level at the beginning of future mode of operations.

There are two major management milestones during the Interim Operational Mode:

- Initial operational capabilities
- Partial operational capabilities

Schlumberger will begin measuring our ability to meet the agreed SLAs after the initial operational capabilities milestone. At this milestone, we will have completed the transition activities required to begin to measure target SLAs. Some of these activities include implementation of our Service Desk, on-site support procedures, maintenance agreements, network monitoring and management, as well as awareness communication to the end-users. We will continue completing transition activities until we reach the partial operational capabilities milestone, at which point a significant portion of the transition activities will have been completed.

At the end of this phase, the transition plan will have been fully executed.

#### Phase 4 – Future Mode of Operations

The Future Mode of Operations is the delivered solution that is capable of meeting Dallas County's service requirements moving forward. During Future Mode of Operations, Schlumberger will be fully compliant in meeting the agreed upon service levels.

#### High Level Timeline

Of the four transition phases, three include identified activities that require detailed planning and validation. Movement from one phase to the next requires completion of all critical activities. Schlumberger will be contractually committed to providing a defined set of services, with binding service levels that correspond with the milestones defined within each phase. Based on findings captured during due diligence, a complete transition project plan, encompassing all projects, timelines and deliverables will be developed and approved prior to transition execution.

The description of each transition-related project will include:

- Summary of the project objectives and approach
- List of high-level tasks

- Key deliverables
- Benefits for the projects

Detailed project plans, which will be developed for each of these projects early in the transition period, will most likely result in adjustments to the tasks.

Schlumberger will provide the technical resources required to complete these projects. Our staff includes technical professionals with experience in technologies such as LAN, WAN, LAN media, voice systems and distribution systems.

A preliminary high level transition process timeline is provided for your review in Attachment B.

B. Project milestones;

Provided below is a major milestone summary specific to the proposed Dallas County IT transition. The forecasted milestones are projected and will be more clearly defined upon completion of our full due diligence findings.

The following table presents Schlumberger's anticipated approach to transitioning Dallas County's services.

Transition Activities	Major Milestones
<b>Data Center Operations</b>	
Data Center Operations	Project start
	Existing operations/processes documented
	Maintenance (hardware/software) verified
	Identify resource requirements to work load
	Recruit/backfill employees where needed
	Evaluate backup/recovery processes
	Identify system performance to delivery initiatives
	Inventory hardware/software needed for production
	Review problem escalation procedures
	Project complete
Server Standards & Procedures	Project start
	Web server site acquired for publication of standards manual
	Server documentation from server transition project received
	Remaining predefined server documentation compiled
	Publication of all documentation completed
	Existence of manual communicated to all
	Project complete
Server Management & Administration	Project start
	Existing server environment documented
	Modification recommended
	Modification agreed upon
	Modification implemented

	Hardware components analysis completed
	Monitoring agent installed
	Performance baseline created
	Project complete
Shared Storage Management & Administration	Project start
	Server environment information collected
	Information evaluated
	Transfer checklist prepared and accepted
	Project complete
Performance Monitoring, Analysis & Management	Project start
	Existing server environment documented
	Modification recommended
	Modification agreed upon
	Modification implemented
	Hardware components analysis completed
	Monitoring agent installed
	Performance baseline created
	Project complete
Software Standards	Project start
	Software standards team identified
	Software targets established
	Application manual completed
	Configuration guide completed
	Testing completed
	Final acceptance given
	Imaging team defined
	Image released to Client Subscription
	Project complete
<b>Help Desk</b>	
Help Desk Migration	Project start
	Dallas County's existing service policies and procedures collected
	Dallas County's existing service and procedures documented
	Documented policies and procedures approved by Dallas County
	Schlumberger service agents trained
	Contingency plan for emergencies developed and approved
	Call forwarding from client to Service Desk configured, tested and approved
	Scope of service documented and validated
	Project complete
Self Support Portal	Project start
	Self Support Portal initial functionally operational
	Specific procedures for Dallas County agreed upon
	Self Support Portal procedures completed
	Standard reports defined

	Reports configured
	Reports tested
	Action request configured
	Action request tested
	Help configured
	Help tested
	Initial FAQs developed and agreed upon
	Initial FAQs on system
	Notification archive configured
	Notification archive tested
	User communication completed
	Final URL placed
	Dallas County approval of purchasing interface
	Purchasing interface tested
	Purchasing interface operational
	Self Support Portal fully operational
	Project complete
Global Ticketing System (GTS) Migration	Project start
	GTS client installed and configured
	All PCs able to access the server at Schlumberger
	GTS development completed
	GTS operational
	GTS server administration completed
	Identified users successfully trained
	GTS user documentation completed
	Dallas County's service requirements documented and approved
	Relevant data for reporting is collected and validated
	Standard reports and agreed upon and generated
	AR-WEB client is functional
	Project complete
Awareness	Project start
	Approach agreed fully with Dallas County
	Initial e-mail communication delivered
	General users session content accepted
	VIP user information accepted
	Follow-up communication delivered
	Purchasing and procurement communication delivered
	Processes for ongoing communication accepted
	Project complete
Desktop Coverage	Project start
	Staffing plan approved
	Shift plan approved
	GTS group assignment approved

	Individual personnel plan for transition employees approved
	Project complete
Configuration & Release Management	Project start
	Change advisory board members defined
	Change advisory board members agreed upon and notified
	Change advisory board meeting scheduled
	Manual process developed and placed into operation
	Automated (GTS) change management process prepared and tested
	Schlumberger/Dallas County-specific change management data entered into GTS
	GTS-based process placed into operation
	Project complete
<b>Database Support &amp; Management</b>	
Database Support & Management	Project start
	Document all schemas and sub-schemas
	Review performance management of data bases on all systems
	Review ABEND log for trend analysis
	Review security procedures and execution
	Identify resource requirements to workload
	Recruit/backfill employees where needed
	Review problem escalation procedures
	Review project budgets against applications development to actual
	Project complete
<b>Applications Development &amp; Maintenance</b>	
Application Development & Maintenance	Project start
	Document all applications systems
	Evaluate backlog for project sand break & fix assignments
	Identify resource requirements to workload
	Recruit/backfill employees where needed
	Review IT Steering Committee projects to actual workload
	Review and analyze project budgets to actual
	Project complete
<b>Network Management</b>	
LAN/WAN Network and Systems Management (main)	Project start
	Initial NOC package prepared
	Network SNMP monitoring and management implemented
	Detailed physical and logical designs completed
	Security design implemented
	NOC package updated
	Circuits and equipment procured
	Network health monitoring initiated
	IP addressing established
	Installation procedure, checklist and backout plan prepared
	Implementation review and acceptance conducted

	Internet and firewall standards report delivered
	Final NOC package delivered
	Project complete
LANWAN Network and Systems Management (management subproject)	Project start
	Management circuits installed
	Procure network hardware and cables
	Identify IP address and router configurations
	Network hardware received
	Network hardware installation and configuration complete
	Test circuit with BER Tester and Firebird
	Cables to network and PBX installed
	End-to-end testing complete
	Beta testing and select users complete
	Documentation complete
	Network system management operational
	Project complete
	<b>Telecommunications – Voice</b>
Telecommunications	Project start
	Existing PBX environment documented
	Modifications recommended
	Modification agreed upon
	Modification implemented
	Hardware component analysis completed
	Monitoring agents installed
	Baseline performance created
	Project complete
<b>Telecommunications – Data Circuits</b>	
Telecommunications	Project start
	Document all in scope circuits
	Document all escalations and contact information
	Update NOC package
	Build circuit database into ticketing system
	Determine invoicing requirements
	Project complete
<b>Personal Computers</b>	
Hardware Maintenance	Project start
	Maintenance contracts researched and collected
	Critical spares inventory list developed
	Procedures manual drafted
	Procedure manual approved
	Project complete
Hardware Standards	Project start
	Hardware configurations researched and collected

	Critical spares inventory list developed
	Procedures manual drafted
	Procedure manual approved
	Project complete
Asset Management	Project start
	Implementation of asset management designed and approved
	GTS engineering coding, testing and training schedule
	GTS engineering development complete
	Accurate inventory compiled
	Inventory moved and tested in GTS
	Standard asset management reports prepared and approved
	Project complete
Software License Compliance	Project start
	Creation of compliance database complete
	Software data retrieval from all workstations and servers done
	Audit reports created
	Project approval given
	Project complete
<b>General</b>	
Facilities Management	Project start
	Facilities selected and status evaluated
	Recommendation to bring facilities up to standard completed
	Facilities report developed
	Facilities project recommendations agreed and approved
	Project complete
Model Office	Project start
	Standard hardware configurations received
	Standard software configuration received
	Standards configuration approved
	Model office configurations approved
	Facilities received
	Facilities approved
	Model office installed
	Model office accepted
	Project complete
Account Security	Project start
	NT domain configuration defined
	NT domain requirements transfer list delivered
	Current security policies collected and documented
	Meeting scheduled with appropriate authorities for subsequent security review
	Reports reviewed, finalized and approved by Dallas County
	Project complete

- C. Identification of staffing, estimates of time and delineation of responsibilities between the Bidder and the County;

The transition team will be responsible for overseeing all Dallas County transition efforts. As such, each member of the team will be responsible for his or her functional area of transition. The transition managers will interface with the Program Office to ensure that all transition objectives are aligned for each functional area.

There will be committees established that will be made up of both transition team members and operation team members to manage operational changes through transition. Comprising members from the County, the incumbent vendor and Schlumberger, these committees will work together to ensure that all operational changes get communicated back into the transition team. This is important to ensure that the future state deliverables are aligned with the current operational environment.

The number of resources and associated skills assigned to transition for each identified team, service and region is provided in the following table. The total resource requirements have been identified for the following periods:

- Pre-transition 1 month
- Transition 6 months
- Post transition 1 month

The resources required during the above periods have been listed in the table as the average number of resources for the associated time periods identified.

Transition Title/Skill	Number of Supplier Transition Resources Assigned During These Periods		
	Pre	Transition	Post
Schlumberger Transition Team	1 month	6 months	1 month
Project Manager	.5	1	.5
Project Administrator	.5	.5	.5
Help Desk Team	.5	1	.5
Procurement and Asset Management Team	.5	.5	.5
Telecommunications Team	.5	1	.5
Network Team	.5	1	.5
Server Team	.5	1	.5
Desktop Team	.5	1	.5
Personnel Team	.5	.5	.5
Documentation Team	.5	.5	.25
Financial Team	.5	1	.25

#### Dallas County Resources

Both Dallas County and personnel from the incumbent vendor will be involved with the following tasks during the transition. Additional information may be

required to provide a smooth transition of services to Schlumberger. This list is not all-inclusive; however, it is a good representation of tasks to be performed.

- Providing facilities to accommodate the Schlumberger transition team and additional server/technical equipment storage
- Assisting with scheduling of awareness presentations to Dallas County staff, including identification of VIP personnel
- Working with Schlumberger to define the change management processes
- Providing Schlumberger with current prevention and disaster recovery process to ensure uninterrupted delivery of service
- Providing input on current software being utilized in the Dallas County environment
- Participating in the software and hardware standardization committees
- Providing a current accurate inventory with aging information that will be needed for the technology refresh project
- Identifying current local vendors
- Providing a WAN network map including hardware information
- Providing all policies and procedures written for current day-to-day operations
- Providing security policies and procedures for all the Dallas County environments

D. Plan for dealing with any overlap with current vendors;

Schlumberger will work with the County and the existing vendors during the due diligence process to identify the required resources needed to transition services and personnel.

We will work with the County's management team to identify the necessary transition resources and ensure their availability for service continuity. Schlumberger will also make an effort to join committees with the current service providers and the Dallas County IT management team to discuss the transition plan, as well as the roles the current vendors resources should play in transition, including the offering of opportunities to key individuals to continue supporting the IS infrastructure at Dallas County as Schlumberger employees.

E. Approach for the transition of existing employees;

Schlumberger realizes that a successful transition and the seamless continuation of services require the retention of personnel with key skills and competencies. We intend to fully integrate the transitioned IT personnel, making available the same benefits (compensation packages, health care and insurance, career development and training opportunities) currently enjoyed by all Schlumberger employees.

We are prepared to evaluate and employ personnel who are currently providing, or responsible for the delivery of, the services to Dallas County in each of its

defined locations. We will offer employment for a minimum of 12 months to all qualified and/or key in-scope Dallas County employees and contractors as made available by the County and current services vendor. Schlumberger's offer will be comparable in terms of total pay and benefits, as well as in job scope and responsibility to that of existing agreements. Where appropriate, Schlumberger we will also make offers of employment to certain tier vendors currently performing IT services for Dallas County.

Typically, we will extend employment offers to all impacted employees, provided that the employees meet minimum Schlumberger qualification standards. The offer letter will include confirmation of position title, responsibilities, salary, duration of initial assignment, pre-employment contingencies and benefit details. The offer letter will be delivered to each impacted employee within 15 days of contract signing. The impacted employee will be given several days to evaluate to offer and respond to Schlumberger.

Impacted employees who accept employment with Schlumberger will be assigned to the Dallas County contract for a minimum of 12 months, creating a low impact transition environment. In the event of non-acceptable behavior or poor performance where corrective action is not possible, termination may occur.

During the first 12 months with Schlumberger, each employee will be required to complete the following training to become familiar with the Schlumberger organization, culture, values, policies, benefits and opportunities:

- Employee benefit orientation and enrollment session
- Corporate induction program
- Service delivery overview
- Orientation on basic policies and procedures (career development review, performance management, recruitment practices)
- Personnel policies and procedures for managers and supervisors

In addition to the above, during the 12-month initial assignment with Schlumberger, our assigned managers and supervisors will serve as teachers, coaches and mentors to ensure the overall success of each individual assigned to the contract. A method to provide continuous feedback and coaching will be implemented to help guide the individual, measure performance and provide effective development and training tools needed.

The transitioned IT personnel will have the same conditions of employment and other opportunities for career advancement within Schlumberger as all other employees.

We understand that competition for IT resources in today's marketplace is strong. We have been successful attracting and retaining highly skilled IT professionals and as such have grown over 340% in revenue and experienced a similar increase in headcount in three years.

Our employees can be assured of career growth and personal development through technical training to industry standards including certification programs, customer service management and project management. New opportunities come with a growing company such as Schlumberger. We want to ensure each

employee has the required skills to prepare them to take on increased responsibilities within the company as well as take advantage of growth opportunities. We look to promote from within whenever possible and recruit from the external market to fill entry positions into Schlumberger.

When needed, specific skills are provided through our experienced team of IT recruiters that utilize effective channels to identify cutting edge IT talent including:

- Universities with reputation for IT and telecommunications
- Participation in IT career fairs and exhibitions
- Employee referral programs
- Advertisements in journals and newspapers
- Internet search mechanisms
- Schlumberger personnel units
- Established relationships with reputable IT recruitment firms

We also leverage the corporate recruiting team, which consists of more than 80 professionals around the world. This team has been responsible for recruiting more than 5,000 new employees last year, of which over 3,000 were recent college graduates.

As a high growth company, it has been possible to reward employees with personal development opportunities that provide a continually challenging career path. Schlumberger aims to fill as many vacancies as possible through internal moves. We offer opportunities for career advancement based on an individual's personal situation, performance, skills, experience, combined with the motivation to succeed.

### Benefits

Our health care and survivor benefit programs are part of the total compensation package designed to help the employee throughout their career with Schlumberger.

We provide a package of benefits that helps protect the employee's ability to maintain their income. Our health care and survivor benefits help protect the employee and their family from serious financial harm stemming from illness or injury. Coverage includes:

- Medical plan (Cigna HMO or PPO)
- Dental plan
- Prescription drug program
- Vision care program
- Short- and long-term disability
- Basic and supplemental life insurance
- Basic and supplemental accidental death and dismemberment

In addition, Schlumberger works with employees to help build their financial

security for retirement by providing benefits that include:

- Savings and profit sharing plan in the form of a company-matched 401(k) plan
- Pension plan

The employee earns a permanent right to his/her pension and profit sharing benefits over time through a process called vesting. Normally, an employee must complete five years of active service with the company to become 100% vested in the plans and one year of active service for eligibility to receive the company match to the savings and profit sharing plan.

Schlumberger has additional benefits including:

- Paid vacation and holidays
- Paid and unpaid leave benefits
- Education assistance
- Participation in the discounted stock purchase plan

### **Career Development**

The first level of career development will occur within the Dallas County contract. Employees will be encouraged to continually develop their technical, administrative and managerial skills. They will be able to demonstrate achievement through a structured service delivery organization and progress as far as they can or want before considering other opportunities within Schlumberger. We recognize that some staff members transitioning to Schlumberger have established their home in their current place of employment. We will do all that is possible to provide a challenging environment for them to develop in at their current place of residence. Beyond that, Schlumberger will attempt to accommodate the employee's relocation preferences, which are stated on his/her career profile.

Career opportunities may occur within the individual's home country and may involve moves into new areas (for example, a move from a technical area into sales or marketing to utilize their technical know-how in a commercial environment, as well as advancement within a function such as engineering, service delivery, project management, etc.).

In Schlumberger people realize their career aspirations through nomination by their immediate supervisor or human resources representative. We look to proactively manage careers in line with both personal and business growth. In addition, people can apply for opportunities themselves and follow an interview process.

In cases where an employee may not have all of the required skills and experience, Schlumberger is prepared to develop employees who have consistently performed strongly and who are willing to be flexible and be trained and coached in new areas.

We have a structured development process to ensure that skills are relevant for an

individual's current role and to expand them for the future. Each employee will have an in-depth performance and personal development review with their manager. This review provides the opportunity for the employee and their manager to agree on new skills and knowledge, which should be acquired and to define the means of accomplishment and the timeframe for achievement. This constitutes the basis of the employee's training and development plan.

Because we operate in a fast changing business environment and are ourselves in a rapid growth phase of organization development, progress will be monitored continuously by both the employee and the manager. This process is not static or set in stone. Instead, the training and development plan is a "living" document, which is updated and revised as needed to support the business and the individual's goals.

As part of a fast growing international company, employees may be offered opportunities to work overseas to:

- Transfer knowledge and develop skills
- Provide experienced resource to a regional team or corporate team
- Support business strategy or current business needs
- Enhance career development through international experience

Opportunities to work away from an employee's home base may be for periods of a few days or several years, depending on the employee's personal situation, business needs and the individual's skills and experience. In general, the different formats are:

- Business trips
- Overseas assignments (usually for three to six months)
- International appointment (a defined role in another country)

Schlumberger is uniquely positioned to provide "borderless" career opportunities within the organization. This implies development opportunities are available geographically, functionally or across product lines.

#### **The Schlumberger Career Center**

The Schlumberger Career Center is a web resource to help manage our employees' careers. With the career orientation review as the foundation, other career center tools provide the stimulation, information and means for employees to develop and implement their career plans.

After completing job preferences, personal considerations and career networking profile, an employee can fully explore "the world within" to pursue individual career aspirations. Performance appraisals can be reviewed and objectives can be entered, in conjunction with communication and agreement with the employee's manager. Comments and updates are typically entered on a quarterly basis.



Schlumberger Career Center Home Page

F. Discuss critical, time sensitive and high-risk activities, describe your approach for managing the risk of these tasks;

Part of the transition process is to identify and develop a plan to manage potential risk activities through our project risk management process, which includes the process concerned with identifying, analyzing and responding to project risk. This process maximizes the results of positive events and minimizes the consequences of adverse events.

Specific risks analysis will be added during the Transition Planning period scheduled for each site, before that site goes into Operate in Place mode and before any transition begins at its Interim Mode of Operations.

A project risk plan includes the following major processes:

- Risk Identification – Determining which risks are likely to affect the project and documenting the characteristics of each
- Risk Qualification – Evaluating risks and risk interactions to assess the range of possible project outcomes
- Risk Response Development – Defining enhancement steps for opportunities and responses to threats
- Risk Response Control – Responding to changes in risk over the course of the project

The high-risk activities we identify often affecting areas such as:

- Voice/PBX
- LAN/MAN/WAN connectivity
- Operating system accessibility
- Desktop input/output
- Other input/output devices
- Personnel critical areas

- Data/voice circuits

The approaches for managing these areas are broken down on levels of information gathered and compiled from due diligence. We will:

- Identify critical personnel for each area
- Identify documentation of the IS competencies (LAN, MAN, operating systems, server, desktops, inventory, etc.)
- Fill in the blanks from information not provided by the customer
- Adapt and survey customer cultures
- Reconcile the device inventory
- Generate a financial analysis
- Create and deploy the transition plan
- Begin Operate in Place

G. A plan for communication between all parties, Bidder, County and incumbent.

During the transition planning phase, Schlumberger will work with the County and existing vendor, through open communications, to identify the required resources for transition. There will be joint committees formed with the current service provider and the local Dallas County IT management team to discuss the transition plan and what role we would like the current service provider as well as local County IT staff to participate in. Schlumberger will work with the Dallas County and incumbent management teams to identify the necessary transition resources in efforts to ensure their availability and continuation of service.

Schlumberger will use the transition change management process to ensure that our transition teams identify all operational projects. These operational and business projects will get filtered into the transition team through established joint project review committees comprised of transition project officials and operational management from both Dallas County and the incumbent vendor. The transition team and operational teams will review each project's impact on that site's transition and issue a report to Dallas County identifying any changes in schedule or budget.

An awareness campaign will be managed from the Dallas-based Program Office and will be implemented by the Dallas-based transition team during the transition of services to raise the end-user community awareness. This will include:

- Awareness of the services offered by Schlumberger
- How to request service
- What to expect from each of our services

We will communicate to the end-user community that we want to be used as the first point of assistance for any technical query, problem or request. This will maximize the benefit to Dallas County of the investment made in the IT infrastructure and outsource contract and minimize undesirable practices, such as peer-to-peer support. In essence, the message being delivered will be, "This is what Dallas County has bought."

There are several benefits that result from an awareness campaign:

- Introduce the Schlumberger organization and staff to the user community
- Help set end-users' expectations concerning the response times and service levels
- Outline the services provided under the partnership between Schlumberger and Dallas County

The deliverables from the awareness campaign will include:

- An awareness meeting to inform end-users how to use the Service Desk and what services will be provided
- General user communication/VIP user communication
- Follow-up communications
- User information packet/promotional material
- Ongoing communication program and plan

The transition project sponsors and executive management will receive regular communications through both written and status reports as well as regular scheduled status meetings. Our standard transition status report will provide information on schedules, resources, deliverables and issues. These reports will be posted on the project intranet and viewable to all project managers as well as team members.

## 4.12 Account Management Approach

- A. Describe your company's philosophy and organizational structure to achieve effective account management.

Schlumberger recognizes the importance of clear, positive communications as being critical for successful service management and the clear definition of roles and responsibilities of the people providing contract management and service management interfaces.

To ensure that each role is defined clearly, Schlumberger will provide a detailed roles and responsibilities matrix prior to commencing any services. The primary responsibilities for the different Schlumberger roles are defined below:

- Regional Service Delivery Manager – Responsible and accountable for the quality of any and all services delivered to Dallas County and other clients. Establishes communications and operations policy within the region. Oversees regional and local billing.
- Dallas County Program Manager – Responsible and accountable for the quality of any and all services delivered to the customer. Establishes early involvement/client relationship and provides effective channels of communication. Keeps a keen awareness of Dallas County interests. Is accessible 24x7x365 and serves as the informed point of contact on all

support services related to Dallas County. Reports to the Regional Service Delivery Manager.

- Account Manager – Responsible for financial management and customer services between Schlumberger and Dallas County
- Project Manager – The lead individual on any project responsible for organizing and executing the project plan and delivery of completed project

### Relationship Governance

By aligning the Schlumberger and Dallas County organizations as suggested, the Program Office is responsible for both account management and service management capabilities. Establishing common objectives at the program level ensures consistency of services. We will implement a three-tier approach to ensure continuity and quality of service:

- Program Management – Establishes program-wide objectives and defines policy
  - Program objectives for services
  - Strategic platform and infrastructure renewal
  - Technology blueprints for future state
- Operations Management – Determines operational implementation plans and transition activities that consistent with project management principles for program objectives, as well as reports deliverables and service quality against those objectives.
  - Operational project status
  - System performance and tuning
  - Baseline operational changes
- Service Management – Develops process changes and enhancements and reports on operational compliance with service commitments
  - Key improvement indicators
  - Service level compliance
  - Performance and capacity reporting

- B. Describe your perspective on the use of benchmarking to assist in maintaining service quality and competitive pricing.

The Schlumberger service offering provides for the alignment of standards (best practices), processes and tools to ensure consistent, cost effective service are provided to our customers on a continuing basis. Through the process of benchmarking, current services are evaluated and compared to those defined as industry “best practices” for consistency, available improvement and cost reduction. Centrally, Schlumberger establishes the framework for standards and common processes and manages to the defined benchmarks in efforts to improve TCO . These processes are implemented by incorporating the workflow defined by the process with our management systems and tools.

Implementing one common workflow for all services County wide provides Schlumberger with a service model that is scalable so that changes in process are easily incorporated and adopted throughout the organization:

- Continual process improvement
- Efficiencies in business operations
- Economies of scale
- Future business drivers that may impact how services should be delivered

Implementing standards, processes, tools and service delivery systems allow for the implementation of horizontal business aspects that are (or can be) shared between the various services thus allowing for competitive if not aggressive pricing structures. Schlumberger understands that the effectiveness of operational processes can be impacted if the service model does not accurately reflect the relationship between the processes and the respective services. The internal Schlumberger service introduction process, which is used to introduce new product offerings into our service portfolio, ensures the product development teams and the service delivery teams work together to build solutions that can be effectively and cost efficiently delivered.

Through researching industry best practices, reviewing our internal processes and utilizing customer feedback, Schlumberger is able to bring to Dallas County a solution that provides the scalability needed to provide the support required on a continuing, cost effective, county wide basis.

Integration of our processes with our toolset is just one piece of the service delivery model. Understandability, our customers are not all the same. As a result, Schlumberger has developed an integrated tool suite that represents industry "best of breed" technology in efforts to bring the most cost effective solution to a client while remaining totally customizable. Result? We do not have to "re-invent the wheel" every time we engage with a customer! By implementing our solution in this manner, we can, with relative ease, integrate customer-specific solutions with our existing tools creating an industry leading, scalable solution on a per case basis. Because the tools are part of the Schlumberger operational processes, Dallas County will almost immediately realize the benefit of our standard processes through cost reduction with increased productivity. Transition time is minimized, process implementation is managed as a central activity and implementation time is significantly reduced.

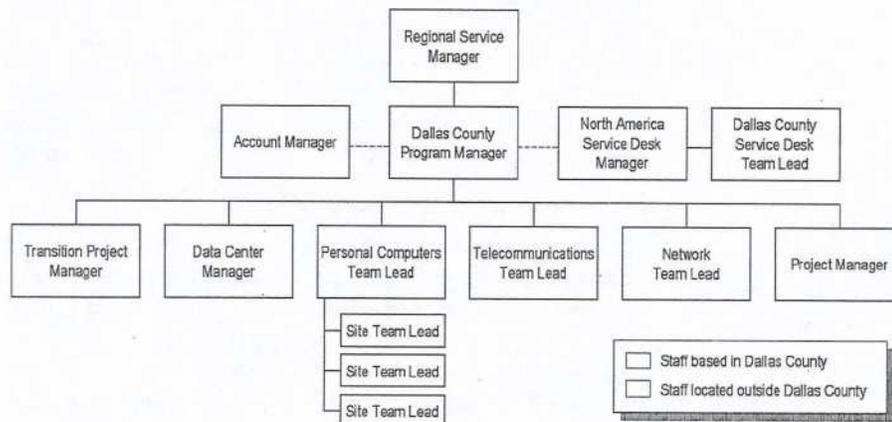
- C. Describe what staff and their respective responsibilities, if any that will be located on-site at Dallas County. Include a functional organizational chart.

To provide the services as defined, Schlumberger will provide on-site staff at designated locations for Dallas County. The number and ratio of staff positions will vary based on the number of users and devices supported, as well as the specific systems and services at a site. We will staff each location to meet the service levels designated in the service contract. All staff will be trained on the procedures specific to business needs of the customer location.

Schlumberger will be responsible for managing all consultation, implementation, system management, maintenance and operations activities at all Dallas County locations. Our service managers are required to possess a strong combination of technical and management skills to provide quality service to our customers. This includes ensuring that all operational procedures are defined and documented, on-site staff is trained on the procedures and procedures are performed in compliance with targeted service levels.

Pending SLA discussions it is our intent to locate dedicated staff at most if not all of the major Dallas County locations. Service to surrounding smaller county sites would be on a dispatch basis from the major operation centers.

The following organizational chart shows the anticipated Dallas County Program Office staff plus team leads in each support tower.



*Schlumberger Program Office Organization*

D. Describe your procedure for determining end-user satisfaction.

Delivering excellent service requires that Schlumberger continually gather feedback from Dallas County users and promptly respond to it. In this effort, we will review the design and analysis considerations of the surveys and examine ways of displaying and disseminating survey results throughout the management team.

Schlumberger currently uses two types of survey questionnaires:

- **Customer Service Review Surveys** – Performed semi-annually, this survey gathers information about a customer's experiences over an extended period (typically over three to 12 months). All aspects of the customer-supplier relationship – including service quality, product quality and value and ease of doing business – may be measured.
- **Customer Transaction Surveys** – Performed monthly, this survey applies to a single unit of service, typically extending over only a few minutes, hours or days.

Whether transaction-oriented or relationship-oriented, properly deployed surveys

usually have three primary components:

- Overall measures of satisfaction such as, “What is your overall level of satisfaction with our product or service?” “How likely would you be to recommend our service or product to a friend or colleague?” and “How likely would you be to purchase our product or service again?”
- Ratings of performance attributes such as, “How satisfied are you with the promptness of service you received?” “The courtesy of our staff?” “The accuracy of our service?” “The completeness of our solution?” “The speed of our response?”
- Demographic questions, which are used to segment survey responses by category, such as, “In what geographical area are you located?” “Which of our product(s) do you use?” “What is your industry?”

### Survey Analysis

Significant differences in satisfaction by one or more of these customer segments, if any, will be revealed by cross-tabulating the results by each of these respondent categories. Being able to pinpoint needed performance actions to a specific customer segment helps make survey results actionable.

In addition to the respondent’s rating of our performance of each attribute, the respondents rate the importance of each attribute. The combination of these variables enables Schlumberger to measure gaps between importance and performance (gap = importance rating - performance rating). Attributes are organized from largest to smallest gap to prioritize them for management attention. Attributes with both high importance and performance (satisfaction) ratings are key strengths; attributes with high importance but low performance ratings will be key concerns.

Schlumberger will utilize a similar process to evaluate the satisfaction of Dallas County’s users. Both Schlumberger and Dallas County will agree upon the percentages and scheduling of the survey.

### Example of Implementation at UTMB

The Customer satisfaction program implemented at UTMB has proven to be a valuable tool. It gives both UTMB and Schlumberger a way to measure the users’ perception of the services being delivered.

UTMB customer satisfaction is measured through three areas:

- Service Desk – The service delivery administrator generates a list of all calls closed in the previous month by the Service Desk personnel. Ten percent of these calls will be randomly selected and e-mailed the customer satisfaction survey URL.
- Desktop Support – The service delivery administrator will generate a list of call closed by the on-site desktop support personnel. Ten percent of these calls will randomly be selected and e-mailed the customer satisfaction survey URL.

- Technology Refresh – The technology refresh coordinator will present a technology refresh survey to the chairman, department head or departmental representative upon completion of the deployment in that department.

A sample of the survey e-mail provided below:

Dear Valued Customer

Congratulations! On behalf of the Information Service, you have been randomly selected to participate in a customer satisfaction survey. Please take a few minutes to fill out the following survey. Your responses to these questions are anonymous. We have also provided a place for you to make suggestions or recommendations about the service you have received from the Service Desk or your desktop support specialist. Thank you in advance for completing the survey.

<http://www@XXXXXX.XXXX/SatisfactionSurvey.htm>

Your Schlumberger Customer Support Team

The incoming data is collected and analyzed. The users are given five categories for their response to each question, ranging from very satisfied to very dissatisfied. The results are provided to both UTMB and Schlumberger management for review and are posted on the Intranet.

An area is also provided for UTMB to provide contact information or additional comments. The comment are gathered and categorized into three areas:

- Concerns – Issues that the customer is not satisfied with service
- Neutral – Issues that are beyond Schlumberger's control
- Compliments – Comments that express good service by the Schlumberger support personnel

All comments are supplied to UTMB management in a spreadsheet along with a summary of actions taken by Schlumberger management.

Schlumberger uses the customer satisfaction survey as a tool to indicate areas of weakness and strengths. The survey shows services that are utilized by the user community as well as areas that need improvement. Schlumberger can then work to improve those areas by additional training, better processes and more personnel. This benefits the customer by providing better service and quicker repair time.

- E. Describe your approach for determining the allocation of and prioritization of resources constrained by pre-determined budgets. Include in this discussion the process for estimating and tracking the usage of human resources, especially as it relates to application development and maintenance.

With an applications development group such as Dallas County's that supports both new development and maintenance, an 80/20 split is the normal allocation (80% new development and 20% maintenance). These percentages will change heavily to the maintenance side if there is an inordinate amount of legacy systems to support where high break/fix scenarios arise.

When establishing the budget for the new year, all strategic initiatives must be

addressed against the amount of hours available with the current staff. All initiatives must be approved and prioritized by the IT Steering Committee. These proposed initiatives will then be mapped against the amount of available (80%) manpower. If the projects are larger than the manpower available, Dallas County will have to reduce the amount of new projects or add additional budget resources to the approved projects budget and/or create a separate budget outside the contract for a specific project.

In the event that break/fix is affecting the execution of the business, some priority projects will have to be temporarily put on hold until the outage has been corrected. This re-prioritization must be escalated to the County for approval.

- F. Describe your process for demonstrating compliance with defined service levels and reporting account status. Include a sample-reporting package and indicate the method and frequency of distribution.

Schlumberger utilizes a highly integrated, systematic approach to our service reporting. Our Self Support Portal utilizes a centralized repository to collect data from three distinct reporting sources:

- ACD (automatic call distribution) system
- Global Ticketing System (GTS)
- Systems management tools

The quality management process is also integrated, providing root cause and trend analyses to target any problem areas or continuous improvement efforts.

Included below are sample reports generated by Schlumberger to meet various client needs. Attached as an addendum to this section are full sample reports for your review.

Through Schlumberger's Self Support Portal, we deliver an up-to-date view of the support activities, the status of the network and some service level reports from a central web server, located in a secure enclave for Dallas County management to access.

Reports can be viewed either online via the Self Support Portal or, if requested, as part of a scheduled monthly or quarterly service quality meeting as color hand-outs.

For the IT Manager, Self Support Portal is the open interface to network and service information. Through a secure logon, the designated Dallas County managers are able to see the information that Schlumberger uses to manage the network:

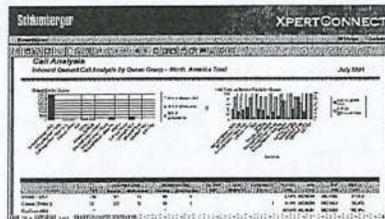
- Network status and performance
- Service level reports
- Security reports
- Access to the Global Ticketing System used at the Service Desk

The reports area of Self Support Portal is a repository of the latest pie charts, bar

graphs and tables showing service levels, key performance indicator achievements, designated within the contract between Dallas County and Schlumberger. Other trends are also shown allowing, for example, customer-specific focus needs for effective training of resources. Utilizing a robust reporting tool, information from the GTS database is extracted and transformed into graphical charts/tables to track service levels, monthly resolution time, mean time to repair or call activity by business unit or product.

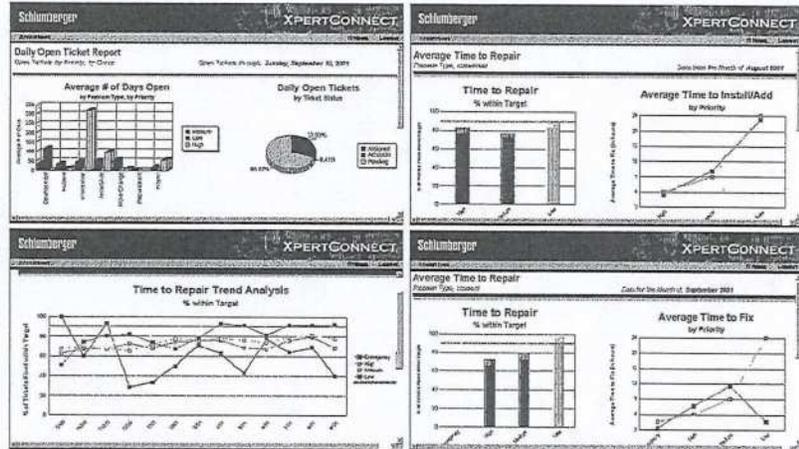
Monthly reports that are available on-line via the Self Support Portal include:

- Network Reports – Provide immediate access to latest available network performance information including network health, bandwidth trends and multi-variable trends. This level of information enables proactive capacity planning for your local and wide area networks, reducing problems for network users and ensuring the best return on your LAN/WAN investments. Network reports include:
  - Bandwidth summaries
  - Network alarms
  - Network maps
  - Network errors
- Automated Call Distribution (ACD) Reports – A cradle-to-grave reporting structure that provides information on all aspects of the interaction process, performance of users, queues and various other key performance indicators. Reports present:
  - Monthly call analysis
  - Inbound queued call analysis by queue group



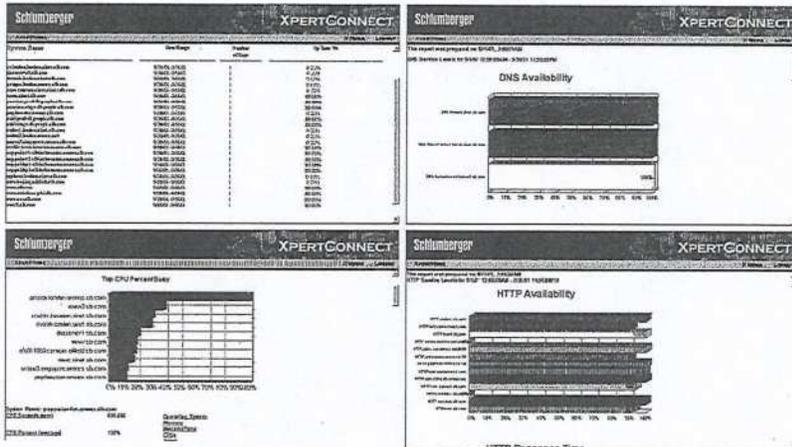
Sample ACD Report

- Global Ticketing System Reports – Provide an overview of the monthly fault log activity and overall statistical information on key performance indicators. Reports include:
  - Daily open tickets
  - Monthly mean time to respond (MTTR) for incidents
  - Monthly MTTR for install/adds
  - Monthly MTTR for move/changes
  - Monthly first call resolution rate
  - Trend analysis for first call resolution rate
  - Trend analysis MTTR for incidents



Sample GTS Reports

- Systems Management Reports – Measure and track system performance, resources and reachability. These reports are highly useful for identifying bottlenecks, capacity planning and isolating problems to ensure that IT resources meet business needs.
  - Top busy CPU systems
  - Top busy memory systems
  - Top busy disk systems
  - Top busy network systems
  - Uptime report
  - Service availability
  - HTTP report
  - SMTP report
  - POP report
  - DNS report



Sample System Management Reports

In addition, reports will be generated that detail activities related to the data

center operations. Examples follow.

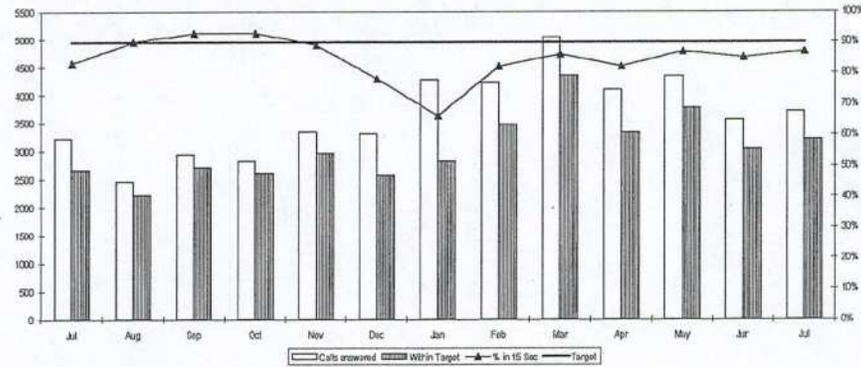
Operational Performance					
Service	Description of metric	Target	Achieved August	Achieved July	Achieved June
Call Reception Desk	Number of calls answered within target	90%	88%	88%	85%
	Number of calls resolved without assignment/referral	60%	72%	67%	67%
Incidents	Priority 1 Time to fix - within SLA Target	95%	94%	95%	93%
	Priority 2 Time to fix - within SLA Target		95%	95%	95%
	Priority 3 Time to fix - within SLA Target	95%	93%	94%	93%
	Priority 4 Time to fix - within SLA Target		94%	94%	93%
	Priority 5 Time to fix - within SLA Target		94%	94%	93%
Changes	Actioned within SLA Target	98%	97%	97%	97%
Work Orders	Actioned within SLA Target	98%	97%	97%	97%

This report should be a summary of all SLAs that are relevant to the customer (i.e. high level summary of the service pack).

**Sample Traffic Lights Report**

Call Volumes and Percentage achieved by Month - rolling 13 month period

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Jul
Calls answered	3230	2460	2639	2827	3314	3311	4292	4223	5040	4901	4339	3558	3713	3713
Within Target	2688	2218	2721	2616	2905	2581	2822	3469	4343	3340	3771	3042	3218	3218
% In 15 Sec	83%	90%	93%	93%	88%	78%	66%	82%	86%	82%	87%	85%	87%	87%



**Sample Call Volumes Report**

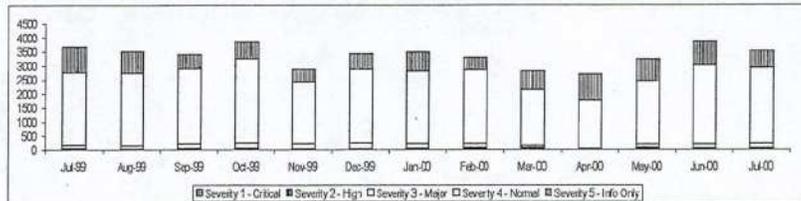
**Incident Volumes**

The data for the following tables and graphs is obtained from Vanhve Reporting Database searches.

**Incident Volumes by Severity**

Incidents Created in Month - rolling 13 month period

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Severity 1 - Critical	1	2	3	0	2	1	1	4	0	1	5	2	1
Severity 2 - High	56	63	63	56	57	45	67	84	80	75	75	67	77
Severity 3 - Major	101	101	149	173	155	175	159	131	75	75	113	127	145
Severity 4 - Normal	2507	2631	2663	2110	2715	2643	2503	2518	2000	1718	2257	2822	2833
Severity 5 - Info Only	558	752	511	534	450	568	633	448	641	930	662	638	622
Total	3683	3592	3499	3953	2972	3426	3489	3285	2785	2688	3224	3894	3334



**Sample Incidents Report**

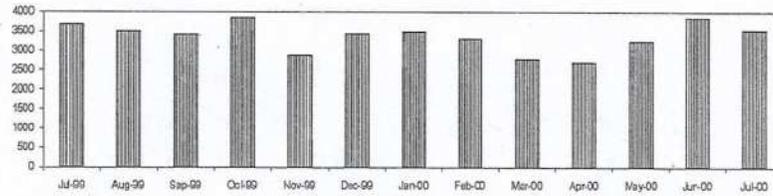
**Work Orders**

The data for the following tables and graphs is obtained from Vantive Reporting Database searches.

**Work Orders Volumes by Severity**

**Work Orders Created in Month**

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Number created	3500	3502	3409	3853	2875	3426	3489	3285	2789	2699	3234	3854	3534



**Work Orders Resolved in Target**

**Work Orders Closed in Month**

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
No. Closed	3725	3412	3451	3891	2812	3501	3489	3278	2761	2712	3231	3849	3578
Target COS	3658	3482	3489	3853	2808	3426	3489	3275	2763	2699	3230	3845	3534
% Closed in Target	99.42%	98.71%	99.78%	100.00%	99.86%	97.08%	99.71%	99.81%	100.00%	99.32%	99.97%	99.90%	99.77%

**Sample Work Orders Report**

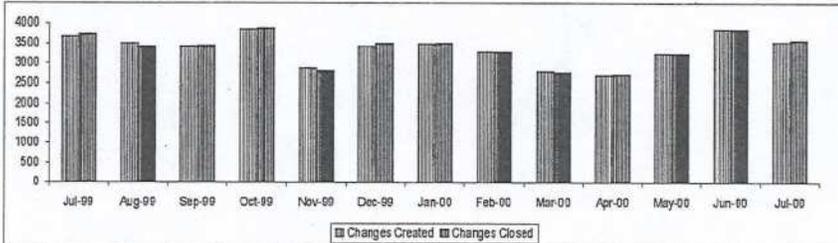
**Changes**

The data for the following tables and graphs is obtained from Vantive Reporting Database searches.

**Changes Volume Analysis**

**Change volumes snapshot - 12 month rolling period**

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Changes BIF	145	85	176	134	95	159	84	74	81	116	103	106	111
Changes Created	3000	3502	3409	3853	2875	3426	3489	3285	2789	2699	3234	3854	3534
Total	3111	3586	3584	3987	2970	3585	3573	3364	2870	2815	3347	3958	3645
Changes Closed	3725	3412	3451	3891	2812	3501	3489	3278	2761	2712	3231	3849	3578
Changes CF	85	176	134	95	159	84	74	81	116	103	106	111	67



**Sample Changes Report**

**Reports Security**

Access to these reports requires an additional level of access control via another ID and password. The security logging and reporting module allows Schlumberger to track activity on the security enforcement module and provide Dallas County with detailed reports of activity on their network.

The logging and reporting module is a centralized logging facility to which all of the security enforcement modules send logging information. It allows the automatic generation of standardized reports or the creation of custom or detailed reports if requested and agreed in advance (These are only applicable to customers who have purchased managed firewall services.)

**Reporting & Trend Analysis**

Additionally, Dallas County will have access to the underlying reporting data and information in real-time for ad-hoc and ongoing analyses and reporting via standard Microsoft Office tools and the intranet.

Schlumberger will provide designated Dallas County personnel with access to the following databases for service reporting:

- Problem management
- Asset management
- Change management

As part of the service provided by Schlumberger, Dallas County will receive regular trend analyses and recommendations in a report intended to supply proactive management information to make network, PC, software, training and migration decisions much quicker and easier.

#### Additional Reporting Categories

Most of our standard reports are generated from Crystal Reports Professional. Reports can be run on a daily, weekly or monthly basis as needed by Dallas County. Below is a summary list of available reports:

Available Reports	
Account Management – Technology and Process Improvement	<ul style="list-style-type: none"> <li>• Research and analysis digest</li> </ul>
Business Management & Support	
Service Delivery	<ul style="list-style-type: none"> <li>• Install/move/add/change</li> <li>• Dispatch performance</li> <li>• CSP task list</li> <li>• MTTR by type</li> </ul>
Infrastructure Operations	<ul style="list-style-type: none"> <li>• Client repair summary</li> <li>• Capacity utilization and recommendation</li> <li>• Problem resolution detail</li> <li>• Install/move/add/change</li> <li>• Detail re-imaged client summary</li> <li>• Emergency contact list</li> </ul>
Service Management and Reporting	<ul style="list-style-type: none"> <li>• Service level status</li> <li>• KPI performance trends</li> <li>• CSP vacancy forecast</li> <li>• CSP resource forecast</li> </ul>
Problem Management	<ul style="list-style-type: none"> <li>• Significant disruptions</li> <li>• Quality incidents</li> <li>• Root cause analyses detail</li> </ul>
Data Center Operations	<ul style="list-style-type: none"> <li>• Backup and restore performance</li> <li>• Mainframe/server availability</li> <li>• Total mainframe/server utilization</li> <li>• Mainframe/server outage and availability summary</li> </ul>
Help Desk	<ul style="list-style-type: none"> <li>• End user satisfaction</li> <li>• Ticket summary by type</li> <li>• Ticket summary for tools</li> <li>• ACD reporting metrics</li> </ul>

Network Management – Change Management	<ul style="list-style-type: none"> <li>• Outage forecast</li> <li>• Outage summary</li> <li>• CSP functional allocation list</li> <li>• Scheduled and planned outage notification</li> <li>• Rework summary</li> <li>• Planned outage quality</li> <li>• Work request status</li> </ul>
Telecommunications (Voice and Data Circuits)	<ul style="list-style-type: none"> <li>• WAN circuit utilization</li> <li>• Telecommunications consumption forecast</li> <li>• WAN, LAN and PBX availability</li> <li>• Telecommunications fraud, abuse and billing error summary</li> <li>• Carrier circuit summary</li> <li>• Telecommunications consumption basis</li> <li>• Voice grade of service</li> <li>• Max ascend user volume</li> <li>• Telecommunications operations review</li> <li>• Telecommunications accomplishment summary</li> </ul>
Consulting	<ul style="list-style-type: none"> <li>• Project release schedule</li> <li>• Project priority listing</li> <li>• Consolidated project status (weekly)</li> <li>• Level 3 issues report</li> </ul>
Consulting Services to User Departments	<ul style="list-style-type: none"> <li>• Project status report</li> <li>• Project staffing report</li> </ul>
Personal Computers Configuration and Release Management	<ul style="list-style-type: none"> <li>• Software distribution detail</li> <li>• Package deployment detail</li> </ul>

Asset Management	<ul style="list-style-type: none"> <li>• Asset component information and costs</li> <li>• Asset depreciation costs</li> <li>• Asset information reports on main asset records</li> <li>• Asset managers, users and owners</li> <li>• Asset network topology (available if information on the assets that are related in a network topology relationship is maintained)</li> <li>• Asset SLA performance</li> <li>• Assets and related maintenance</li> <li>• Assets and related software</li> <li>• Assets and related support</li> <li>• Assets and related warranty</li> <li>• Asset management quality</li> <li>• Application software packaging report</li> <li>• Installed system list</li> <li>• Hardware inventory</li> <li>• Software inventory</li> <li>• Summary of asset incidents for servers in supplier controlled environment</li> <li>• Lease return performance</li> <li>• Hardware deployment tracking</li> </ul>
Virus Detection, Prevention & Eradication	<ul style="list-style-type: none"> <li>• Virus incident notification</li> <li>• Virus metrics</li> <li>• Security effectiveness</li> </ul>

### 4.13 Due Diligence Approach

Relative timing (prior to, or after contract signing) and duration;

Ideally, the due diligence process starts 60 days prior to contract signing and continues for up to 30 days after contract signing. A key part of our due diligence process will be the gathering of additional information and operational observation as part of our Operate in Place mode of the transition process. With the possibility of contract signing not taking place until after transition, a bridging agreement would be put into place thus allowing our due diligence phase to start 30 days prior to transition and continue for at least 30 days into the start of our transition project (the Operate in Place mode of transition).

Locations to be included in the due diligence process;

Initially, the data center site will need to be visited to assess its operational complexities accompanied by visits to, at a minimum, all major sites receiving desktop services. For example:

- North Dallas Government Center
- LSJC
- Fran Crowley Courts Building

- Voting Machine Warehouse
- Health & Human Services
- H. Wade Juvenile Detention Center
- Admin Building
- Records Building
- Kays Detention
- Forensic Lab
- George Allen

Preliminary list of due diligence information to be gathered;

#### Business Management & Support

- Roles of managers throughout the department
- Interviews with each function head
- Define interfaces between IT function and other Dallas County and external functions
- Copies of all regulations and other Dallas County policies that will impact the in-scope services

#### Data Center

- Copies of any and all of the following items for review:
  - Information systems budgets for the past five years related to applications services
  - Information systems strategic plans and documentation
  - Current issues and problems related to application services
  - Vendors documentation and contracts related to application services
  - Current backlog of operations systems requests
  - Current status of operations systems projects including issues, project plans
  - List of projected new projects and or system application upgrades
  - Access to current performance measures and services levels achieved by operations services areas
  - Access to information related to business community satisfaction of operations services delivery
  - Issues list pertaining to all current systems software vendors
  - Policy and procedure
- Interviews to be conducted
  - Meeting with key hardware & systems software vendors representatives as required
- Staff:

- Names/roles/numbers
- Organization charts
- Shift lists/rotating shifts
- Experience levels/employment history
- Current job descriptions
- Actual salaries/benefits
- Special requirements (partially sighted, physically disabled, etc.)
- Contracts:
  - Hardware and software maintenance
  - Third party supplier agreements
  - Leasing agreements/ownership invoices

### Help Desk

- Documentation:
  - System configurations (all operating platforms, NT W2000, W98, W95 and Novell Groupwise 5.2; Novell Intranetware 4.X )
  - SLAs
    - » Are there committed service levels between the help desk and customers? Between the help desk and Level 2?
    - » Are there formal SLOs or SLAs?
  - Who are the users?
    - » What is the knowledge level of callers: beginner, intermediate or advanced?
    - » How many are there?
    - » Where are they located?
    - » What are their expectations of the help desk?
    - » How do they feel about the support they are currently receiving from the help desk?
    - » How often do they call the help desk?
    - » Who do they call other than the help desk for support?
    - » Is user satisfaction measured/tracked?
    - » To what extent are users trained on systems/applications/tools they use and call about?
  - Calls breakdown
    - » Number of calls/day/week/month
    - » Call types (What do they call about? Usage, problems, network, software?)
    - » Typical call duration
    - » Call resolution rate (percentage of calls resolved without referral or escalation)
    - » Number of abandoned calls and average hold times
    - » Call statistics/reports
  - Call process flow

- » How do calls come into help desk?
- » How are calls routed to the call taker?
- » Availability of a subject matter expert
- » Are calls logged?
- » What information is logged?
- » Percentage of calls that are logged
- » How are calls closed?
- » Does help desk maintain ownership of call until resolved?
- » How are calls routed to Level 2 and/or Level 3 support?
- » Is customer kept informed of call status?
- » Who keeps the customer informed?
- » What is the current complaint process?
- Call tracking/problem management
  - » Is a call tracking tool being used? Problem management? Change management?
  - » What tool is being used? (H.E.A.T ? Anything else?)
  - » Is there a formal problem management process?
  - » What reports are available?
  - » How is the information being used to manage call volumes and service levels?
  - » Details about how tool is used by help desk and other support levels
  - » How are calls routed to groups who do/will not use the problem management system?
- User satisfaction/communications
  - » How is user satisfaction tracked?
  - » What data is available on user satisfaction levels?
  - » What user communications vehicles are used (such as bulletin boards, e-mail, newsletters, promotional brochures, user guides)?
- Tools/technology usage
  - » Expert systems/knowledge base
  - » VRU
  - » ACD (configuration)
  - » CD-ROM databases
  - » User accessible databases
  - » Voice mail
  - » Beepers/pagers
  - » Remote terminal access
  - » Network management
- Supported items
  - » As it relates to the user community, for what hardware platforms will Schlumberger provide support?
  - » What software packages will require support (with version

- numbers and proprietary applications)?
    - » What, if any, technical support infrastructure exists that the help desk would require knowledge of to provide an acceptable level of support (such as LANs, micro-to-mainframe communications, dial-up, etc.)?
  - Level 2 support
    - » Who provides Level 2 support?
    - » Do they get called directly by the user? How often?
    - » How are calls routed to Level 2?
    - » How does the help desk perform on-site support coordination? What action is performed if they cannot contact an on-site support person?
    - » How many support requests do they get a week (directly from users, through help desk, from peers)?
  - Strengths/weaknesses
    - » What are strengths of current support environment?
    - » What are weaknesses?
    - » What single change/improvement would have the most positive impact?
- Staff:
  - Hours of operation
  - Staffing levels (names/roles/numbers)
  - How is staff scheduled?
  - Percentage of time expected to be available to answer phone
  - Documented procedures
  - Skills required
  - Experience and longevity on help desk
  - Staff turnover rates
  - How is staff trained
  - Tasks performed other than providing phone support
  - Percentage of time performing other tasks
  - Structure/organization of help desk
  - Employment history
  - Current job descriptions
  - Actual salaries/benefits
  - Special requirements (partially sighted, physically disabled, etc.)
- Contracts:
  - Hardware and software maintenance
  - Third party supplier agreements
  - Leasing agreements/ownership invoices

#### Database Support & Maintenance

- Copies of any and all of the following items for review:

- Current issues and problems related to database services
- Vendors documentation and contracts related to business applications
- Current backlog of database support requests
- Current status of database support projects including issues, project plans (i.e. Oracle Financials, Mainframe IDMS/R & ADABAS)
- List of projected new projects and or system application upgrades
- Access to current performance measures and services levels achieved
- Access to information related to business community satisfaction
- Issues list pertaining to all current systems software vendors
- Policy and procedure
- Interviews with key application vendor representatives as required where database design and tuning is paramount to the success of the project.

#### Applications Development & Maintenance

- Copies of any and all of the following items for review:
  - Information systems budgets for the past five years related to applications services
  - Information systems strategic plans and documentation
  - Current issues and problems related to application services
  - Vendors documentation and contracts related to application services
  - Current backlog of applications systems requests
  - Current status of application systems projects including issues, project plans (i.e. Oracle Financials, etc)
  - List of projected new projects and or system application upgrades
  - Access to current performance measures and services levels achieved by applications services areas
  - Access to information related to business community satisfaction of application services delivery
  - Issues list pertaining to all current systems software vendors
  - In-depth review of the SCT/ACS modernization proposal, dated 3/31/95, with Dallas County for project status and validation.
  - Policy and procedure
- Interviews
  - Meeting with key application vendor representatives as required
  - Key project directors and managers related to current applications (Management Services, Justice Administration, Community Services, Law Enforcement, Health & Human

Services, etc.)

- Key project directors and managers related to new projects high volume end users (Management Services, Justice Administration, Community Services, Law Enforcement, Health & Human Services, etc. applications)

#### Network Management

- All network facilities in all major sites and networked minor sites need to be surveyed – all buildings, all wiring closets, all computer rooms, etc.
- Existing configuration change management procedures and records
- Documentation will be required for all in-scope network hardware. The documentation provided should provide specific lists of hardware, its description and location. Specific lists should be provided for all in-scope locations. The lists should include site, building, closet number, room number, model number, vendor, description, ports in use, port capacities and types, maintenance contract, warranty, etc. For each piece of hardware, the documentation should also include the same information for all major subcomponents.
- Documentation of all software currently being used or related to delivery of in-scope network services. This would include firewalls, radius servers, asset management, network management, reporting tools, etc.
- All network management and reporting tools need to be surveyed.
- All third party service contracts relating to network services need to be reviewed. For example, there was no mention in the RFP as to how cable plant adds, moves and changes are currently being handled. The intent here is to ascertain what services are being provided by third party vendors.
- Documentation on all WAN circuits including address and telephone prefix for premise A, premise B, port speeds, CIR, service type, etc.
- Documentation of current levels of installs, adds, moves and changes relating to the network cable plant.
- Detail review and documentation of all services being provided by legacy equipment.
- Documentation of all maintenance contracts and specifically what equipment is covered.
- Documentation of all standards and regulatory requirements for maintenance of network facilities. For example, certain standards were briefly referenced in RFP sections 1.1.3 and 1.1.5.
- Review of all security policies and procedures.
- Review of specific security policies for all firewall applications.

#### Telecommunications

- All third party service telecommunications services contracts and

invoices contracts (voice, data, wireless) and actual billing (minutes, bandwidth)

- Detailed handset distribution information
- Visits to all PBX locations and Key System locations
- All telephone and fax facilities in all major sites and minor sites need to be surveyed – all buildings, all wiring closets, all computer rooms, etc.
- Existing configuration change management procedures and records
- Wiring diagrams
- Documentation will be required for all in-scope telecommunications hardware. The documentation provided should provide specific lists of hardware, its description and location. Specific lists should be provided for all in-scope locations. The lists should include site, building, closet number, room number, model number, vendor, description, ports in use, port capacities and types, maintenance contract, warranty, etc. For each piece of hardware, the documentation should also include the same information for all major subcomponents.
- Documentation of all software currently being used or related to delivery of in-scope telecommunications services. This would include PBX and trunks, ACD, asset management, service management, reporting tools, etc.
- All service management and reporting tools need to be surveyed.
- Documentation on all phone circuits including address and telephone prefix for premise A, premise B, port speeds, CIR, service type, etc.
- Documentation of current levels of installs, adds, moves and changes relating to the telecommunications
- Documentation of all maintenance contracts and specifically what equipment is covered
- Documentation of all standards and maintenance requirements for maintenance of telecommunications facilities
- Review of all phone bills and call detail records (CDRs)
- Review of all recently performed traffic surveys
- Informal interviews with key members of the various groups that support the telecommunications operation including the Dallas County director of telecommunications

#### Personal Computers

- Documentation:
  - System configurations (all operating platforms, NT W2000, W98, W95 and Novell Groupwise 5.2; Novell Intranetware 4.X)
  - SLAs (identify user types and areas of critical support requirements and urgent restoration times)
  - Help desk tickets regarding desktop incident and IMAC services major and call volumes
  - Root cause analysis reports

- Customer satisfaction surveys
- Operational/status reports
- Escalation procedures
- Interfaces with other support groups, third parties
- Call-out arrangements
- Service reporting (meetings, reports produced, service metrics, timetables)
- Tape backup procedures, include archiving on/off-site, volumes and timings and methodology
- Schedules of hardware maintenance suppliers, software maintenance suppliers and maintenance reports
- Change control procedures
- Security procedures (computer rooms and computer systems)
- Staff:
  - Names/roles/numbers
  - Organization charts
  - Shift lists/rotating shifts
  - Experience levels/employment history
  - Current job descriptions
  - Actual salaries/benefits
  - Special requirements (partially sighted, physically disabled, etc.)
- Contracts:
  - Hardware and software maintenance
  - Third party supplier agreements
  - Leasing agreements/ownership invoices

Requirements for County resources;

Schlumberger anticipates the involvement of the following County resources during the various due diligence activities:

- Data Center
  - IT Director
  - Senior computer operator
  - Database analyst
  - Data center supervisor
  - Senior system administrator
  - Tape librarian
  - Information security coordinator
- Help Desk
  - IT Director
  - Help desk analyst
  - HR call center analyst

- Help desk manager
- Customer service specialist
- Key customers to service
- Database Support & Maintenance
  - IT Director
  - Application vendor representatives
  - Database analyst
  - Senior system administrator
- Network Management
  - IT Director
  - Network Manager
  - Network Support analyst
- Telecommunication
  - IT Director
  - Director of Telecommunication
  - Interviews with key members of the various groups that support the telecommunications operation
- Personal Computers
  - IT Director
  - Director Desktop Services
  - Desktop Support Specialist II
  - Desktop Support Specialist I
  - Coordinator information security
  - Customer service specialist

Initial timeline for completing the due diligence process.

As referenced Section 4.13.1, with the possibility of contract signing not taking place until after transition, our due diligence project would need to start at least 30 days prior to transition and continue for at least 30 days into the start of our transition (the Operate in Place mode of transition). A bridging agreement will be required to be in place.

#### 4.14 Service Descriptions

Appendix	Heading	Status	Requirement That Cannot Be Fulfilled As Requested	Alternative Solution/Links To Additional Documents
#12	Account Management	OK		
#12	Business Support	OK	New projects might require additional project management at an additional cost.  Price for tools for data measuring and monitoring will be determined upon completion of due diligence.	

#12	Transition Services	OK		
#12	Data Center Operations	OK	Asset disposal policy not defined	Reference Schlumberger assumptions specified in Attachment A
#12	Help Desk	OK		
#12	Database Support & Management	OK		Reference Schlumberger assumptions specified in Attachment A
#12	Disaster Recovery		At this point in time, the timings for service levels 1 and 2 cannot be guaranteed due to the number of servers that have to be restored on an invocation. The time taken to restore all of the systems can be established during the first test.	If the County has critical systems that must be operational within 24 hours, these systems will have to be identified so they can be restored first. The alternative for very fast recovery could be the use of remote disk mirroring into the recovery site, which will enable critical systems to be operational within one hour of an invocation. As the County has not identified the critical systems, costs for disk mirroring cannot be provided.
#12	Application Development & Maintenance	OK		Reference Schlumberger assumptions specified in Attachment A
#12	Network Services	OK		Reference Schlumberger assumptions specified in Attachment A
#12	Telecom Services/Voice	OK		Reference Schlumberger assumptions specified in Attachment A
#12	Telecom Services/Data	OK		Reference Schlumberger assumptions specified in Attachment A
#12	Training	OK		
#12	Consulting Services to User Departments	OK		Reference Schlumberger assumptions specified in Attachment A
#12	Personal Computing Support & Management	OK		Reference Schlumberger assumptions specified in Attachment A

## 4.15 Service Responsibilities

### 4.15.1 Account Management

Activity	County	Vendor
Designate dedicated account manager		✓
Designate a Dallas County single point of contact	✓	
Identify key positions		✓
Assign account team		✓

Day-to-day management of relationship-related activities		✓
Participate in a quality review meeting twice per year		✓
Prepare an annual business plan	✓	✓
Manage contract terms and conditions (e.g. contract expiration)		✓
Propose contract changes (including additions or changes to service levels)	✓	✓

#### 4.15.2 Business Management & Support

Activity	County	Vendor
Supervise the day-to-day operations		✓
Manage third party vendors		✓
Ensure third party contractor compliance with service levels		✓
Monitoring and measurement of data services		✓
Maintenance contract on all equipment	✓	
Provide status reporting and attend monthly meetings		✓
Provide project progress report		✓
Organize a quality review meeting twice per year and invite account manager		✓
Development of data services policies and procedures	✓	✓
Develop functional and/or technical requirements and plans	✓	✓
Approve functional and/or technical requirements	✓	
Produce and distribute a monthly invoice for services provided		✓
Escalate billing disputes to the executive committee	✓	✓

#### 4.15.3 Transition Services

Activity	County	Vendor
Assign a transition team		✓
Develop a detailed transition plan		✓
Approve the transition plan	✓	
Hold status meeting and prepare report of milestones completed		✓
Approve successful execution of the transition plan per milestone completed	✓	
Identify critical staffing requirements	✓	✓
Employee orientations and career development interviews		✓
Provide facilities to accommodate the Schlumberger transition team, model office area and additional server/technical equipment storage	✓	
Assist with scheduling of awareness presentations to Dallas County staff	✓	
Define the change management processes	✓	✓
Provide list of software being utilized in the Dallas County environment	✓	
Define software and hardware standardization	✓	✓
Provide all policies and procedures written for day-to-day operations	✓	

Provide current security policies and procedures for the Dallas County environments	✓	
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#### 4.15.4 Data Center Operations

Activity	County	Vendor
Backup schedules, retention	✓	✓
Batch processing and end user schedules	✓	✓
Automated "lights out" batch processing		✓
Operations hours of operation	✓	✓
Printing schedules and economies of scale	✓	✓
Capacity planning (mainframe and client server)	✓	✓
Hardware refreshes	✓	✓
Automatic "roll back" databases		✓
Asset tagging of all IT equipment		✓
Assist in disaster recovery planning and execution	✓	✓
Management reporting		✓

#### 4.15.5 Help Desk

Activity	County	Vendor
<b>Single Point of Contact (SPOC)</b>		
Provide telephone number, email address and Internet site for help desk contact		✓
Publish telephone number, email address and Internet site location for Dallas County users to contact the help desk	✓	✓
Manage first contact with Dallas County users via telephone, email and the Internet		✓
Consistently interact with Dallas County users in a professional, efficient and service-oriented manner		✓
<b>Ticket Tracking System</b>		
Define Level 1, Level 2 and Level 3 problem/service handling requirements and procedures		✓
Approve Level 1, Level 2 and Level 3 problem/service handling requirements and procedures	✓	
Document, publish and maintain help desk procedures		✓
Approve help desk procedures	✓	
Provide a SPOC for all service requests and problem management		✓
Require all Dallas County users to contact the help desk with all requests for service and problem resolution; identify and document any exceptions to this process for corrective action	✓	✓
Create ticket tracking codes for service requests and problems		✓
Approve ticket tracking codes	✓	

Provide a ticket tracking system to expedite management of help desk inquiries		✓
<b>Level 1 Support</b>		
Utilize ticket tracking system to expedite management of help desk calls		✓
Open, log, prioritize and monitor progress of inquiries		✓
Query the user for all relevant information concerning the inquiry including, but not limited to, user name, user location/department, user phone number, inquiry severity, expected time of user call back from help desk and description of request/problem		✓
Resolve all inquiries while on the telephone, if possible		✓
Verify that no ticket already exists for the inquiry before opening a new ticket		✓
Perform inquiry problem and service request management in accordance with handling requirements		✓
Assist in prioritization of inquiries	✓	
Route to Level 2 and/or Level 3 support if needed		✓
Re-route misdirected calls		✓
Perform password reset functions		✓
Escalate problems in accordance with Dallas County escalation procedures		✓
Maintain current status of all open tickets		✓
Provide status and updates on tickets at Dallas County's request or according to handling and/or problem escalation procedures		✓
Provide notification to appropriate Dallas County user indicating resolution of inquiry upon closing ticket		✓
Reopen ticket if Dallas County user indicates that the inquiry was not resolved to the user's satisfaction		✓
Define escalation process for increasing priority levels		✓
Approve escalation process for increasing priority levels	✓	
Communicate to Dallas County audience pertinent information about Priority 1 and 2 problems		✓
<b>Level 2 and Level 3 Coordination</b>		
Provide and maintain appropriate Level 2 and Level 3 contact information (if Level 2 and Level 3 are provided by same supplier)	✓	✓
Provide requirements to establish access to Schlumberger's ticket tracking system by non-Schlumberger personnel (such as non-Schlumberger Level 2 and Level 3 support personnel, Dallas County management, etc.)		✓
Ensure that Schlumberger receives relevant information to allow access to the Schlumberger ticket tracking system by non-Schlumberger personnel	✓	
Establish access to Schlumberger's ticket tracking system by non-Schlumberger personnel		✓
Provide training as necessary on how to use the ticket tracking system to non-Schlumberger personnel authorized by Dallas County to access the ticket tracking system		✓

Route inquiries to the appropriate Level 2 and Level 3 support areas		✓
Contact immediately appropriate Dallas County Level 2 and Level 3 support areas to route Priority 1 problems to these areas		✓
Escalate problems in accordance with Dallas County problem escalation procedures		✓
Contact appropriate Level 2 and Level 3 support areas to obtain clarifications of ticket information for status purposes		✓
Obtain confirmation from Level 2 and Level 3 support areas of ticket completion		✓
Inform Dallas County of failure of Level 2 and/or Level 3 support areas to cooperate in help desk responsibilities		✓
<b>Help Desk Reporting</b>		
Maintain and report inquiry statistics		✓
Produce and provide ticket inventory and status reports		✓
Identify users authorized to access the Schlumberger's ticket tracking system	✓	
Provide ticket tracking system access to authorized Dallas County users		✓
Provide training on the ticket tracking system to authorized Dallas County users		✓
<b>Trend Analysis</b>		
Perform trend analysis on help desk inquiries		✓
Create and distribute trend analysis reports		✓
Identify areas requiring attention (changes to process, additions to service provided, training recommendations, etc.)		✓
Review trend analysis reports	✓	
Discuss trend analysis reports at the next scheduled status meeting	✓	✓
Identify action items to improve performance	✓	✓
Approve action items	✓	✓
Implement action items		✓
<b>Hardware and Software Procurement</b>		
User to submit request for hardware and/or software procurement	✓	
Review requests to ensure conformity to company hardware and software standards		✓
Review request against company standard for technical compatibility		✓
Research, price and verify availability and return information to Dallas County 's user		✓
Accept or reject order; if accepted, user will provide request for exception to desktop standard form, if necessary		✓
<b>Exception to Desktop Standards Management</b>		
Develop process for reviewing exceptions to desktop standards		✓
Approve process for exception to desktop standards	✓	
Report non-standard request activity		✓
<b>Help Desk Customer Satisfaction Surveys</b>		
Develop satisfaction survey		✓

Approve satisfaction survey	✓	
Develop satisfaction survey measurement method, distribution schedule and procedures		✓
Approve satisfaction survey measurement method, distribution schedule and procedures	✓	
Administer satisfaction survey		✓
Compile satisfaction survey results		✓
Document and distribute satisfaction survey results		✓
Review customer satisfaction survey results in next scheduled status meeting	✓	✓
Modify satisfaction survey, distribution schedule and procedures, if necessary		✓
Approve modifications to satisfaction survey, distribution schedule and procedures	✓	

#### 4.15.6 Database Support & Management

Activity	County	Vendor
Identify Current issues and problems	✓	✓
Current backlog of database support requests		✓
Current status of database support projects	✓	✓
Access performance measures vs. SLAs		✓
Provide baseline assessment	✓	✓
Introduce individual and team processes to support the change process		✓
Establish a control and measurement system		✓
Establish performance objectives	✓	✓
Review database service portfolio and maintenance objectives		✓
Improved control and management of all database technologies		✓
Improve customer satisfaction with business community	✓	✓
High quality of database data dictionaries and ease of use for end user computing and reporting	✓	✓
Service level improvements within database services	✓	✓
Work closely with applications development in designing and implementing home grown and in-house developed business systems to further reduce project cost and enhance project development		✓
Assist in disaster recovery planning and execution	✓	✓
Review, recommend and implement new enhanced levels of security	✓	✓

#### 4.15.7 Disaster Recovery

Activity	County	Vendor
Provide adequate backup of all systems	✓	✓
Provide off site storage for tape backups		✓

Provide disaster recovery center		✓
Provide hardware for recovery		✓
Provide network for recovery		✓
Carry out restoration of systems		✓
Develop and maintain plans for all locations		✓
Develop Plans and procedures for tests	✓	✓
Coordinate with County departments during recovery		✓
Perform two tests per year	✓	✓

#### 4.15.8 Applications Development & Maintenance

Activity	County	Vendor
Information systems budgets last five years related to application development	✓	
Information systems strategic plans and documentation	✓	✓
Current issues and problems related to application services	✓	✓
In-depth review of SCT/ACS "modernization" proposal	✓	✓
Interviews with key users		✓
Program source control (Librarian, Source Safe, etc.) all systems	✓	✓
Introduce mentoring and team building skills		✓
Gather data and improve processes		✓
Establish a measurement and control system	✓	
Establish links and bonds to the user community	✓	✓
Provide application vendor awareness program		✓
Review applications portfolio	✓	✓
Provide a joint review of all open requisitions	✓	✓
Develop continuous quality improvement program		✓
Schlumberger baseline assessment	✓	✓
Measurement program	✓	✓
High level of maturity in delivery of service		✓
Service level improvements within applications services		✓
Assist in disaster recovery planning and execution	✓	✓
Improve customer satisfaction	✓	✓

#### 4.15.9 Network Management

Activity	County	Vendor
<b>Hardware and Software Procurement</b>		
Research and price network devices and network software/firmware		✓
Recommend new hardware or replacement of existing hardware		✓

Approve all hardware and software/firmware	✓	
Procure all hardware and software/firmware		✓
Perform hardware and software/firmware asset management		✓
Receive all hardware and software/firmware after assets have been registered		✓
Configure hardware and software/firmware in accordance with documented standards		✓
<b>Network Device Installation</b>		
Open service request with Helpdesk to request an installation	✓	
Schedule network device installation activity with County in accordance with change management procedures		✓
Install network devices at County sites		✓
Conduct performance and functional testing on network devices, software/firmware		✓
Adjust configuration options as required for installation		✓
De-install and remove displaced network devices as required		✓
Obtain County signoff that network device was installed successfully.		✓
Update or coordinate the update of all appropriate databases/documentation (problem tickets, change management documentation/reports, asset management system, etc.)		✓
<b>Software/Firmware Planning and Management for Network Electronics</b>		
Notify County of new releases of appropriate software/firmware per network device model		✓
Plan and schedule major software/firmware changes (such as operating system installations) in accordance with change management procedures		✓
Approve major software/firmware changes	✓	
Advise County of the availability of patches for software/firmware		✓
Approve the installation of patches for software/firmware	✓	
Install and test patches		✓
Update or coordinate the update of all appropriate databases/documentation (problem tickets, change management documentation/reports, asset management system, etc.)		✓
<b>Software/Firmware Installation and Upgrades</b>		
Schedule software/firmware installation activity with County in accordance with change management procedures		✓
Conduct performance and functional testing on network devices and software/firmware		✓
Obtain County signoff of successful installation or upgrade		✓
Update or coordinate the update of all appropriate databases/documentation (problem tickets, change management documentation/reports, asset management system, etc.)		✓
<b>Warranty Management</b>		
Provide warranty documentation for supported network equipment	✓	✓
Understand all hardware warranty requirements/restrictions		✓

Detect or receive notice that hardware repair/maintenance is required		✓
Coordinate with third-party vendors to resolve hardware problems		✓
Manage use of manufacturer warranty, reseller replacement/repair policies, etc. to limit total repair costs		✓
<b>Network Maintenance</b>		
Schedule network device repair activity with County in accordance with change management procedures		✓
Identify problems		✓
Ensure that the equipment requiring maintenance is covered by a warranty or service agreement	✓	✓
Ensure that network equipment not covered under warranty is appropriately placed on maintenance service contract		✓
Obtain and provide necessary replacement parts		✓
Install and test needed replacement parts for network devices		✓
Resolve problems		✓
Conduct performance and functional testing on network devices, software/firmware		✓
Adjust configuration options as needed		✓
Obtain County signoff that maintenance has been successfully completed		✓
Update or coordinate the update of all appropriate databases/documentation (problem tickets, change management documentation/reports, asset management system, etc.)		✓
<b>Network Connectivity</b>		
Request network connection(s)	✓	
Define logical network		✓
Provide IP management		✓
Provide IP addresses		✓
Create logical connections and assign IP addresses as necessary		✓
Coordinate cable/fiber installations		✓
Verify County user network access and availability of authorized network resources		✓
Update or coordinate the update of all appropriate databases/documentation (problem tickets, change management documentation/reports, asset management system, etc.)		✓
Review and understand network performance and implications of providing additional connectivity		✓
Participate in the review and understanding of network performance and implication of providing additional connectivity	✓	
Recommend necessary adjustments		✓
Approve necessary adjustments	✓	
Perform approved adjustments		✓
<b>Network Monitoring</b>		
Provide and implement monitoring processes and/or tools		✓

Use automated system software tools and/or procedures to proactively monitor, manage and report on network performance		✓
Measure and analyze network availability and performance		✓
Provide options to optimize network performance		✓
Approve optimization strategy	✓	
Implement optimization strategy		✓
Perform proactive fault detection and diagnostic procedures		✓
Manage and support County firewalls		✓
Manage and support County Internet access		✓
<b>Network Management/Capacity Planning</b>		
Monitor network use and capacity		✓
Resolve problems and performance degradation		✓
Forecast capacity and bandwidth requirements		✓
Ensure appropriate bandwidth to meet capacity projections		✓
Make recommendations regarding bandwidth consumption and trends		✓
Make recommendations regarding configuration changes		✓
Participate in making recommendations regarding configuration changes	✓	
Implement approved configuration changes		✓
Report usage and bandwidth capacity on a mutually agreed upon basis	✓	✓
Procure and coordinate installation of all data circuits		✓
Monitor and manage all data circuits		✓
<b>Network Planning</b>		
Propose network changes	✓	✓
Analyze and report on the impact of making network changes		✓
Provide cost estimate to effect network changes		✓
Approve network changes	✓	
Provide and manage network security		✓
Implement network changes in accordance with project and change management procedures		✓
Obtain County signoff that network changes have been successfully implemented		✓
<b>Network Configuration Files</b>		
Identify devices that will be backed up		✓
Design and document technical backup, recovery and retention strategy		✓
Approve backup and recovery strategy	✓	
Restore/recover configuration data if necessary		✓
<b>Network Documentation</b>		
Provide existing network documentation and diagrams	✓	
Maintain network documentation & diagrams after transition		✓
<b>Second and Third Level Support Functions</b>		
Provide and maintain a single point of contact for the reporting and tracking of problems		✓

Receive all calls from first level support		✓
Perform second and third level help desk support function for the network support process		✓
Record, track, manage and close all problems received from the first level help desk		✓
Adhere to problem management escalation procedures	✓	✓
Maintain current status on open problems		✓
Provide status and updates on problems at County's request or according to priority guidelines		✓
Report on problems within established time frames		✓
Perform root cause analysis as requested		✓
Participate in root cause analysis if needed	✓	
Approve or escalate root cause analysis recommendations	✓	
Perform problem trend analysis		✓
Prepare, produce and provide a trend analysis report		✓
Propose recommendations to improve the network support process	✓	✓
Approve recommendations to improve the network support process	✓	
Implement recommendations to improve the network support process		✓
<b>Network Security</b>		
Define network security requirements	✓	✓
Define network security solutions		✓
Implement network security solutions		✓
Receive and process all network security access requests		✓
Monitor and audit security access		✓

#### 4.15.10 Telecommunications – Voice

Activity	County	Vendor
Provision, maintain and dispose of all telephone-related equipment		✓
Install, move, add and change all telephone equipment		✓
Coordinate the provisioning and maintenance of cabling		✓
Perform PBX maintenance services		✓
Provide monthly usage invoices		✓
Break out invoices by County department and distribute to each department	✓	
Maintain electronic telephone directories	✓	
Provide support for automated call distributor (ACD)		✓

#### 4.15.11 Telecommunications – Data Circuits

Activity	County	Vendor
<b>Circuit Provisioning</b>		

Define requirements for telecommunication IMACs	✓	✓
Determine site contacts and telephone numbers for each location		✓
Determine length of contract	✓	✓
Determine special demarcation location instructions, if any		✓
Determine special instructions or comments		✓
Approve all circuit procurement	✓	
Submit circuit acquisition request form to provisioning coordinator		✓
Remedy ticket opened to track history and progress		✓
Order placed with telecommunications carrier		✓
Circuit installation completed		✓
Remedy circuit database updated		✓
Remedy ticket closed		✓
Provisioning coordinator notifies project manager		✓
Project manager coordinates equipment installation and testing		✓
Installation and testing is completed		✓
Update documentation		✓
Coordinate all IMACs for all circuits and equipment		✓
Coordinate the provisioning and maintenance of data circuits	✓	
Coordinate the provisioning and maintenance of cabling	✓	
Provide monthly usage invoices		✓

#### 4.15.12 Training

Activity	County	Vendor
<b>Identify training requirements, by user department</b>		
Organize meetings with key people by user department		✓
Produce a training requirement draft report		✓
Get feedback from each user department	✓	
Finalize training requirement report		✓
Get approval from user departments	✓	
<b>Develop custom training programs and materials</b>		
Based on training requirement report, draft custom training program		✓
Get feedback from user departments	✓	
Finalize custom training program		✓
Get approval from user departments	✓	
<b>Organize third party training activities, if necessary</b>		
Coordinate logistics and support		✓
<b>Preparing class agenda and practical exercises</b>		
Prepare class materials and practical exercises		✓
Review and approve class materials and practical exercises	✓	

<b>Test the training program as required</b>		
Identify people part of the test program	✓	
Run the training classes for testing purposes		✓
Give feedback on the training program	✓	
Modify training program according to feedback		✓
<b>Conduct the training programs as required</b>		
Organize the logistics of each training program		✓
Select the appropriate instructor for the class		✓
Teach the class		✓
Get feedback from training attendees		✓
<b>Modify the training programs and materials as necessary</b>		
Set up a training review committee	✓	
Based on feedback from committee, modify programs and materials		✓

#### 4.15.13 Consulting Services to User Departments

Activity	County	Vendor
Identify departmental contacts	✓	
Approve departmental projects	✓	
Confirm project inputs	✓	
Confirm project mission	✓	
Develop project approach		✓
Develop communications strategy		✓
Determine resources and schedule		✓
Assign project team	✓	✓
Determine project costs and risks		✓
Conduct project reviews		✓
Kick off project	✓	✓
Approve change management	✓	

#### 4.15.14 Personal Computers

Activity	County	Vendor
Accept, track, resolve and follow up on all GTS tickets escalated from the Service Desk		✓
Identify locations to be support by "on-site" Level II support	✓	
Identify and tag all PC, printers and peripherals for Level II support		✓
Perform IMACs for desktop computers and laptops, printers and servers		✓
Manage print services		✓
Manage vendor activities related to the repair of faulty hardware and software		✓

Participate in all scheduled disaster recovery simulations	✓	✓
Escalate problems in accordance with Dallas County problem escalation procedures		✓
Manage all ticket resolution to appropriate service levels		✓
Complete all resolution data required in GTS ticket reporting system		✓
Manage all maintenance contracts for hardware repairs		✓
Reports all contracted service level agreements with agreed upon metrics		✓

## 4.16 Service Levels

Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, And/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
Account Management	Status Reporting	GTS, ACD, Spectrum and/or any other tool approved in the due diligence. Data captured daily. Report generated monthly.	Daily tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about a problem, average to resolve problems, number of tickets, etc.	Agreed upon hours of operation	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	Quality Reviews	Customer service review surveys	Survey gathers information about a customer's experiences over an extended period (typically over three to 12 months). All aspects of the customer-supplier relationship – including service quality, product quality and value and ease of doing business – may be measured.	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	Project Progress Reporting	MS Project, Projectnet, Lawson, project cost accounting and/or any other project tool approved in the due diligence	Schlumberger project management process: <ul style="list-style-type: none"> <li>Defining the phases of a typical project's lifecycle</li> <li>Providing standards for the Schlumberger project management methodology</li> <li>Identifying tools to measure success</li> </ul>	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user out of Schlumberger control. The use of some of these tools has to be evaluated and approved in the due diligence. Licenses have to be acquired.
	Recommendations and Proposals for New and Enhanced Services	GTS, ACD, Apropos, Spectrum and/or any other tool approved in the due diligence	Daily tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about major problems. The reports will be analyzed and recommendations will be made to enhance the service.	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	Annual Business Plan	GTS, ACD, Apropos, Spectrum and/or any other tool approved in the due diligence	Tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about major problems. The reports will be analyzed and the annual business plan will be prepared.	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
Business Management & Support	Service Delivery Improvements	GTS, ACD, Spectrum and/or any other tool approved in the due diligence. Data captured daily. Report generated monthly.	Daily tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about a problem, average to resolve problems, number of tickets, etc.	Agreed upon hours of operation	Delays caused by any other vendor, provider or user that is outside Schlumberger's control

Business Management & Support (continued)	Strategic Plan	GTS, ACD, Apropos, Spectrum and/or any other tool approved in the due diligence	Schlumberger will: <ul style="list-style-type: none"> <li>Assemble appropriate research from industry experts, technology watch activities and strategic partners</li> <li>Conduct workshops in which research is aligned with County business objectives</li> <li>Consult one-on-one or one-on-several with high level IT and business executives and other designated staff to provide briefings on the potential of the new technology directions</li> </ul>	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	Project Status Report	MS Project, Projectnet, Lawson, project cost accounting and/or any other project tool approved in the due diligence	Schlumberger project management process: <ul style="list-style-type: none"> <li>Defining the phases of a typical project's lifecycle</li> <li>Providing standards for the Schlumberger project management methodology</li> <li>Identifying tools to measure success</li> </ul>	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user that is outside Schlumberger's control. The use of some of these tools has to be evaluated and approved in the due diligence. Licenses have to be acquired.
	Third Party Vendor Management	GTS, MS SMS, and/or any other tool approved in the due diligence	MS SMS captures most of the MS software information from users' computers. When an automatic tool cannot be used, it will be captured manually and introduced in our GTS for tracking and reporting.	Agreed upon hours of operation	Delays caused for any other vendor, provider or user out of Schlumberger control. A tool such as MS SMS has to be evaluated and approved in the Due diligence. Licenses must be acquired.
	Policies & Procedures Enhance and Update	GTS, ACD, Apropos, Spectrum, MRTG and/or any other tool approved in the due diligence	Procedures continually improved based on acquired knowledge and analysis of the GTS tickets	8 a.m. to 5 p.m.	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
Transition Services	Develop a detailed migration plan	MS Project, Projectnet, Lawson, project cost accounting and/or any other project tool approved in the due diligence	Schlumberger transition methodology: <ul style="list-style-type: none"> <li>Transition plan development</li> <li>Operate in place</li> <li>Interim mode of operations</li> <li>Future mode of operations</li> </ul>	8 a.m. to 5 p.m.	Delays caused for any other vendor, provider or user out of Schlumberger control.
Transition Services (continued)	Migration Milestones	MS Project, Projectnet, Lawson, project cost accounting and/or any other project tool approved in the due diligence	Weekly transition meeting to review issues and milestones and transition manual when a site or milestone is met as projected.	8 a.m. to 5 p.m.	Delays caused for any other vendor, provider or user out of Schlumberger control.

	Transition Budget	MS Excel, MS Project	Schlumberger's transition methodology and the weekly transition meetings will help to prepare a transition budget.	8 a.m. to 5 p.m.	Delays caused for any other vendor, provider or user out of Schlumberger control.
Data Center Operations	Batch processing	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	During batch window	Reference Schlumberger assumptions specified in Attachment A
	Online availability	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	During on-line window	Reference Schlumberger assumptions specified in Attachment A
	Online response time (internal)	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	During on-line window	Reference Schlumberger assumptions specified in Attachment A
	Online response time (internal)	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	During on-line window	Reference Schlumberger assumptions specified in Attachment A
	Mainframe and Distributed Systems Availability	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	Agreed upon hours	Reference Schlumberger assumptions specified in Attachment A
	Report Distribution	CA-Reporting	Manual recording	7 a.m. Monday through Friday	Reference Schlumberger assumptions specified in Attachment A
	Root Cause Analysis	CA-UNICENTER/TNG	Via help desk automated records	Continuous	Reference Schlumberger assumptions specified in Attachment A
	Data Backup and Restore	CA-UNICENTER/TNG	Manual recording	Continuous	Reference Schlumberger assumptions specified in Attachment A
	Capacity Planning	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	Continuous	Reference Schlumberger assumptions specified in Attachment A
Data Center Operations (continued)	Capacity Forecast	CA-UNICENTER/TNG	To be defined with the County based on sample reports provided in Section 4.12 F	Due date	Reference Schlumberger assumptions specified in Attachment A
	Capacity Planning Baseline	CA-UNICENTER/TNG	Mix of automated and manual	Due date	Reference Schlumberger assumptions specified in Attachment A
	Media Management	CA-UNICENTER/TNG	Automated recording	Due date	Reference Schlumberger assumptions specified in Attachment A

	Security Access-Data	CA-UNICENTER/TNG	Automated recording	Due date	Reference Schlumberger assumptions specified in Attachment A
	Unscheduled System Outage	CA-UNICENTER/TNG	Automated recording	Continuous	Reference Schlumberger assumptions specified in Attachment A
	System Software Currency	CA-UNICENTER/TNG	Automated recording	Continuous	Reference Schlumberger assumptions specified in Attachment A
Help Desk	Answer Time	ACD reports generated by Apropos; data can be captured daily, weekly, semi-monthly and monthly.	Apropos captures all incoming call information for accurate reporting of answer time within the specified SLA. Monitors and measures all agreed upon SLAs using Crystal Reports.	Agreed upon hours	
	First Call Resolution	GTS to capture the data for all tickets logged by the Service Desk	GTS with Crystal Reports used to define what is resolvable by the Service Desk and report an accurate percentage of first call resolution	Agreed upon hours	
	Help Desk Satisfaction Survey	Web-based survey that is sent once a month to a percentage of the customer population	Collating the data from the returned survey to identify areas about which the customer has complaints or praise and address each issue accordingly	Agreed upon hours	Survey must meet ISO requirements
	Problem Management	Using GTS to set escalation points dependent on the agreed SLAs	MTTR reports generated by Crystal Reports and GTS used to measure the SLA	Agreed upon hours	
Help Desk (continued)	Change Management	GTS change management module	Using GTS with Crystal Reports to define change management tickets and report an accurate percentage of change management requests resolved per the SLA	Agreed upon hours	
Database Support & Management	Production Database Availability	CA-UNICENTER/TNG	Automated recording	Agreed upon hours	Reference Schlumberger assumptions specified in Attachment A
	Database Performance	CA-UNICENTER/TNG	Automated recording	Agreed upon hours	Reference Schlumberger assumptions specified in Attachment A
	Database Software Release Management	CA-UNICENTER/TNG	Automated recording	Continuous	Reference Schlumberger assumptions specified in Attachment A

Disaster Recovery	Disaster Recovery	N/A	N/A	24x7	Our disaster recovery service is a shared service with other subscribers. If the other subscribers have already invoked the systems contracted for by the County, the required systems will not be available.
	Disaster Recovery Test	N/A	N/A	All tests will have to be scheduled in advance at the recovery center. Testing will be available 24 hours a day except for holiday periods. Twenty-four hour working will have to be carried out during tests.	Tests may have to be cancelled at short notice, if the equipment required is invoked by another subscriber. In the event of a test being cancelled, alternative dates will be arranged.
Application Development & Maintenance	Software Release Management	Librarian/Clear Case	Automated recording	Continuous	Reference Schlumberger assumptions specified in Attachment A
	Development Projects	IBIS/Microsoft Project	Manual recording	N/A	Reference Schlumberger assumptions specified in Attachment A
	Application Software Enhancements	Librarian/Clear Case/Remedy	Manual recording	N/A	Reference Schlumberger assumptions specified in Attachment A
Application Development & Maintenance (continued)	Application Software Maintenance	Librarian/Clear Case/Remedy	Manual recording	N/A	Reference Schlumberger assumptions specified in Attachment A
	Service Request Report	IBIS/Microsoft Project/Remedy	Automated recording	Due date	Reference Schlumberger assumptions specified in Attachment A
Network Management	Network Availability	NetHealth	Any outages beyond SLA thresholds are reported	24x7	Reference Schlumberger assumptions specified in Attachment A
	Average Network Response Time	NetHealth	Any five-minute interval where response time exceeds SLA threshold is reported.	24x7	Reference Schlumberger assumptions specified in Attachment A
	Network/WAN Scheduled Downtime	NetHealth	Any scheduled outage that exceeds SLA threshold is reported	24x7	Reference Schlumberger assumptions specified in Attachment A
Telecommunications/Voice	Telephone System Availability	Continuous	Via help desk automated records	Continuous	Local or long distance carrier service interruption

	Installation/Moves/Add/Changes (IMAC)	Continuous	Via help desk automated records	Continuous	Local or long distance carrier service interruption
	ACD Statistical Reports	Continuous	Via help desk automated records	Continuous	Local or long distance carrier service interruption
Telecommunications/Data	Data Circuit Availability	NetHealth	Any outages beyond SLA thresholds are reported	24x7	
	Installation/Moves/Add/Changes (IMAC)	None	A ratio of IMACs completed on time and total IMACs will be calculated monthly	N/A	Reference Schlumberger assumptions specified in Attachment A
Training	Training Sessions conducted	Phone and e-mail follow-up by admin person with instructors for attendance and course material	Compilation of data from admin person each month to produce service attainment report	8 a.m. to 5 p.m.	
	County Satisfaction Survey	Paper satisfaction survey distributed to each participant at the end of each course	Compilation of data from surveys of same course and production of average score for the course	8 a.m. to 5 p.m.	
Consulting Services to User Departments	Quality Reviews	Project.net, MS Project, Excel		8 a.m. to 5 p.m. Monday through Friday	
Personal Computers	Installation/Move/Add/Changes	GTS and/or any other tool approved in the due diligence; data captured daily but report generated monthly.	Daily tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about a problem, average to resolve problems, number of tickets, etc.	8 a.m. to 5 p.m. for desktop support; 24x7 for data center, LAN/WAN support	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	Inventory Report	GTS and/or any other tool approved in the due diligence; data captured daily but report generated monthly	Reports generated automatically from GTS		Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	PC Repair (Break/Fix)	GTS and/or any other tool approved in the due diligence; data captured daily but report generated monthly	Daily tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about a problem, average to resolve problems, number of tickets, etc.	8 a.m. to 5 p.m. for desktop support; 24x7 for data center, LAN/WAN support	Delays caused by any other vendor, provider or user that is outside Schlumberger's control
	Peripheral Repair	GTS and/or any other tool approved in the due diligence; data captured daily but report generated monthly	Daily tickets, calls, alarms and traps feed into tools to provide reporting and detailed information about a problem, average to resolve problems, number of tickets, etc.	8 a.m. to 5 p.m. for desktop support; 24x7 for data center, LAN/WAN support	Delays caused by any other vendor, provider or user that is outside Schlumberger's control

#### 4.17 Terms & Conditions

Main Contract Terms	Status	Description of Concern or Comments
Termination for Convenience	OK	Schlumberger will request recovery of any stranded costs and up front investments plus a reasonable profit if the contract is terminated for convenience.
Assistance upon Termination or Expiration	OK	A clear process will need to be defined in the scope of work.
Liquidated damages/penalties in the event of a failure to meet a service level	OK	Mutual agreement on penalty. Propose a reward if SLAs are consistently exceeded.
Termination for Cause in the event of recurring failures to meet defined service levels	OK	Cure process to be defined and term over which consistent failures are to be measured.
The County's ownership of its data	OK	
Set-off/Withholding	OK	For disputed portions of the invoice only.
Termination for change of control	OK	
Termination for insolvency	OK	
Purchase of assets upon contract expiration	OK	Key assets used solely for the provision of services to the County may be purchased by the County. Schlumberger internal tools and software are not sold as commercial offerings. Schlumberger would assist in a migration to new tools or equivalent tools as a part of the exit transition
County's audit rights within the scope of services	OK	Limit the number of audits per year to a reasonable, agreed upon number.
Limitations on sub-contracting	OK	Any limitations to be mutually agreed.
Employee non-solicitation	OK	Mutual non-solicitation with protection of key employees.
County's ability to remove Vendor staff upon request	OK	Reasonable cause and not on a whim basis.
Limitations on changing key Vendor personnel	OK	Flexibility required to allow career path for employees.
Confidentiality and Non-Disclosure	OK	Mutual
Insurance and Risk of Loss	OK	Insurance coverage, except Workers Compensation and Professional Liability, required by the contract will name the County as an additional insured <i>to the extent of Schlumberger's liability under the agreement.</i>
Performance Bond	OK	
Indemnification by Supplier	OK	Patent, IP infringement by Schlumberger. Knock for knock on damages and injury or death to the other party's property or employees.
Limits on Types of Damages Recoverable	OK	Exclusion of consequential, punitive or multiple damages.
Limits on Amount of Direct Damages Recoverable	OK	Schlumberger normally caps at 12 months worth of service fees.
Informal dispute resolution	OK	
Arbitration	OK	Mutual agreement on number of arbitrators and rules governing arbitration.
Change Order Procedures	OK	Formal process to be defined.
Migration/Transition Milestones	OK	To be defined as part of the scope of work.

## 4.18 Description of Overall Approach & Proposed Solution(s)

### 4.18.1 Account Management

To manage the relationship, Schlumberger proposes an experienced team that will include an account manager and a program manager who will oversee all aspects of the County contract. The account manager is responsible for the business relationship and will work closely with the County to address new opportunities and needs in the marketplace. The program manager is responsible for:

- Ensuring service delivery
- Providing liaison between the County, the Schlumberger Service Desk, on-site personnel and any involved third party vendors/partners
- Coordinating all project management activities relative to new projects

Both will work closely with the County's management staff. Schlumberger understands the value of a continuous relationship; key staff changes are rare.

Our management approach provides a tiered support structure for program objectives based upon operations reporting summaries. Each meeting involved the County and Schlumberger.

- Quarterly Program Status Review – Analyzes operational service levels, technology watch, project status and financial summary.
- Quarterly Operations Review Meeting – Reviews operational readiness of the support staff and infrastructure. This includes network performance, server capacity planning, service utilization and trend analyses and major projects (>\$100,000).
- Monthly Customer Service/Operations Review Meeting – Determines whether specific targets or SLAs for service are being met. In addition, existing challenges, successes and future action plans are detailed to ensure continued service excellence.
- Other Procedures and Related Key Documentation Overview:
  - Application Support Manual – Defines the various applications necessary to provide the agreed upon services
  - Contingency Plan Procedure – Determines the work-arounds available to meet identified challenges.
  - Customer Service Manual – Provides a high level view of the agreed upon services and methodology for the scope of the contract. This manual is used as a reference document to assist in further negotiations of service and to troubleshoot questionable areas. The Customer Service Manual is contractual in nature.
  - Emergency Preparedness and Disaster Recovery Procedure – Defines the steps necessary to counteract an emergency or disaster (such as a tornado striking the office or flooding occurs in the region).

- Service Desk Master Manual – Provides an overview of the Service Desk functionality, procedures and other information.
- Service Management Center Manual – Provides an overview of the SMC's functionality, which ranges from customer service to high-level processes.
- Network Operations Center (NOC) Package – Outlines the steps for daily troubleshooting, which includes problem management and escalation processes.
- Operations Manual – Describes specific procedures related to the County's agreed upon services and provides instructions to carry out these services.

#### 4.18.2 Business Management & Support

Schlumberger's approach to business management and support is founded upon three performance indicators:

- Service Level Agreements – Serve as the basis of the contract., SLAs define the products, services and support structure that will be delivered to end-users. SLAs reflect end-user's needs so that they are easily understood by and relevant to the business manager.
- Key Performance Indicators – Measure the performance of the contracted support services versus the contracted SLAs.
- Key Improvement Indicators – Analyzes leading indicators and other trends necessary to develop action plans for the improvement of overall service delivery.

In addition to the above performance indicators, Schlumberger proposes the joint development of two additional service metrics:

- Critical Success Factors – Define the management-oriented issues relating to IT support services. This includes strategic, technical, organizational and procedural actions.
- Key Goal Indicators – Determine whether an IT process has achieved its business requirement. Expression terms include:
  - Availability of information required to support business needs
  - Absence of confidentiality or security risks
  - Cost-efficiency of specific processes and operational activities
  - Confirmation of reliability, effectiveness and compliance

Critical success factors and key goal indicators provide a link between IT and business goals to ensure the cost-effective delivery of information.

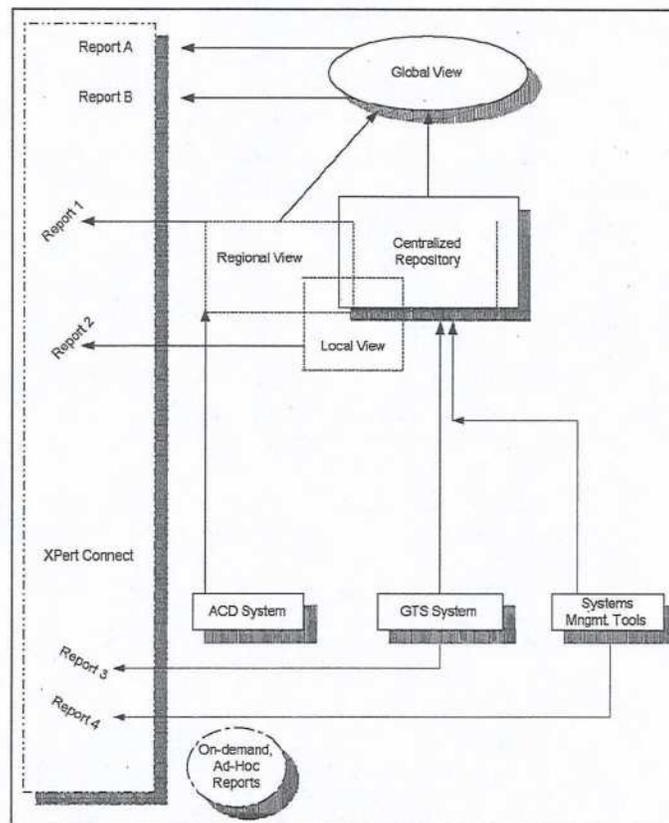
#### Service Reporting

Schlumberger utilizes a highly integrated, systematic approach to service reporting. Our solution features a centralized on-line repository of data from three distinct reporting sources: ACD (automatic call distribution) system; Global

Ticketing System (GTS); and systems management tools. The quality management process is integrated to provide root cause and trend analyses that target problem areas and continuous improvement efforts.

Schlumberger's reporting structure functions in the following sequence:

- The call is received at the Service Desk.
- Our Global Ticketing System manages the work history of this service ticket until resolution.
- The systems management tools monitor the history of device activity (such as bandwidth utilization and server availability).
- The centralized repository stores this data.
- Reports are pulled from the centralized repository for viewing via the Self Support Portal.



*Schlumberger Reporting Structure*

## Project Management

Schlumberger strives to bring excellence and continuous improvements to the quality of our project management methodology. We recognize that a consistent foundation and organization is key to defining a successful perspective on project management. Schlumberger's project management methodology and tools:

- Define the phases of a project's lifecycle
- Provide standards for project management methodology
- Identify tools to measure success

Our methodology was developed to provide a consistent project management process that works to:

- Improve service through successful deliverables
- Meet contracted service levels as specified in the SLAs
- Inform clients of project challenges and progress in a timely manner to ensure resolution
- Develop a firm understanding on the expectations of project scope
- Effectively manage changes to the initial project scope
- Clearly communicate the County resources necessary for the project to succeed
- Proactively advise the County if the project does not acquire the previously agreed upon resources
- Maintain an effective understanding of the project's business rationale in order to achieve defined goals and success
- Perform a general cause-and-effect analysis to identify solutions to unforeseen challenges

As the three-tiered Schlumberger quality policy states:

“Schlumberger is committed to provide quality service, as measured by value, to our Customers. Our goal is to meet or exceed Customer expectations, on time, the first and every time.

“We will gain and maintain ISO 9000 certification as part of this commitment to a broader and continuous improvement process.

“We will conduct our operations in a safe, socially responsible manner while maintaining high ethical standards.”

#### Definition of a Project

- A discrete deliverable (or set of deliverables) in which it can be determined if the end results meet the initial required criteria.
- A deadline by which the work is to be complete, with some consequences if the deadline is not met. The consequences may be financial and immediate; they may also be as non-quantifiable with uncertain timing (such as damage to a relationship based upon trust).
- Constrained or limited resources are involved.

#### Roles encountered in a project:

- Customer/Sponsor – The person who benefits from the project and defines the original requirements in the case of an external customer. If internal to the organization, the customer normally assumes the role of

sponsor.

- Sponsor –The person who takes ultimate responsibility for a project and provides support from the rest of the business, although he/she does not manage the project. He/she is accountable to the business for delivering the business benefit from the project.
- Project Manager –The person who manages the team and brings to fruition the desired results within the specified and agreed upon constraints.
- Work Package Manager – The person who manages a defined part of a project; a key member of the project team.
- User – The people relevant to the outcome of the project.
- Stakeholders – The people who have influence on the success of the project. Because they represent different functional areas of the organization and they must be engaged to better ensure the ultimate success of the project.

#### Small One-time Projects Supplemented by Daily Operations

If a request is classified as a project and, more specifically, as a “small, one-time project,” the resulting service ticket will be sent to a project team to analyze the requirements. A project definition document (PDD) is developed to determine the initial scope of the project.

From the PDD, if this project is determined to be an operations project, the team will progress the ticket to service resolution. Operations projects require the approval of the Schlumberger business unit manager or local manager (usually the IT manager). If the request is not approved, it is sent back to Service Desk to update the ticket. The Service Desk analyst then contacts the customer and the ticket is closed.

If the operations project is approved, the Service Desk analyst updates the ticket with the customer priority. The project management methodology for customer close-out (customer meeting and sign-off on the certificate of completion document) is finalized. The operations project is then complete. The quality management process for customer satisfaction is then initiated.

As defined in the project management process, should there be any outstanding deliverables at the time the project is considered closed, the customer notes this on the certificate of completion document that is signed during the customer close-out meeting. An action plan for completing the outstanding deliverable is then agreed upon and implemented to resolution.

Awareness to new project rollouts is achieved through activities such as management communications, awareness program and personnel training. Schlumberger can tailor a project rollout to the County’s specific target audiences.

#### 4.18.3 Transition Services

Schlumberger's objective during the County transition will be to create an environment that enables us to meet the agreed upon service level agreements. We will accomplish this through several transition activities that are designed to improve, standardize and document the County's computing environment. Schlumberger will implement our proven transition methodology using our phased approach to transition.

In Section 4.11, we have outlined the processes, activities, communications and methodology that Schlumberger will follow in its transition of the County IT support services. We have outlined the overall transition timeline, major milestones and required resource to successfully transition the incumbent provided services to Schlumberger.

#### 4.18.4 Data Center Operations

Schlumberger's proposed approach to data center operations addresses only the Facilities Management scenario due to the age and stability of the existing environment. However, Schlumberger is willing to work with the County to review and plan an offsite service in line with a technology and application migration plan. Any update of the environment must be done in conjunction with an update to the application; it is understood that updates to the application are required before a new environment can be implemented.

We will provide a 24x7 operation utilizing a minimum of 80% of the current SCT/ACS/Dallas County personnel to improve current service levels by utilizing Schlumberger processing practices. Within this service, technical support will be provided Monday to Friday from 8 a.m. to 5 p.m.; key individuals will be on call after hours to provide 24x7 support.

The scope of control will comprise all entities in the operations area including mainframe, mid-range and distributed systems with MVS, UNIX, AIX, NT and Novell operating systems. Acquisition of new operational skill sets will be provided through Schlumberger's network of experienced IT professionals. A six-month transition from SCT/ACS will be required to provide a seamless transfer of the environment for County users.

Normal production and testing operations entities will include:

- Backup/restore
- Scheduling,abend and restart
- Policy and procedures
- I/O control
- Capacity planning management and baseline forecasting
- Report distribution
- Assct management
- Operations/technical support
- Batch processing per agreed upon schedules and business needs of the

#### County

- Provision of asset management for all hardware and software at the County
- Administration and enforcement of customer security
- Print management services
- End-user support and technical assistance to user community
- Escalation SLA procedures
- Media management with retention scheduling per the County requirements
- Software currency

Our proposal is based upon the assumption that the service levels defined in RFP Section 4.16 are currently being measured and met. Schlumberger recommends that we work with the County to review and agree upon which service level indicators are linked to users requirements. It should then be determined how the indicators should be maintained and reported. Further, we assume that at least 80% of existing ACS/Dallas County personnel will join our staff. It is expected that all data center space and power will be provided for Schlumberger's use by the County at no charge. The County will retain ownership of all hardware, software and maintenance in the data center.

During the first four months of the contract, Schlumberger will work with the County to develop a service improvement program (including any technology update) and to deploy management software such as CA-UNICENTER, TNG. We note that several proposals have been made by the current vendor SCT/ACS for moving toward a "modern technology" for the County. We would like to use these as a starting point based upon the merits and issues that the County had with these propositions.

All production schedules and backup procedures will be assessed and documented. Printing activities will be reviewed and enhanced to improve end-user service and data center efficiencies.

As part of providing data center services to the County, Schlumberger will accomplish the following tasks:

- Evaluate all transferring SCT/ACS/Dallas County personnel
- Document all production processes
- Develop cost effective printing practices
- Assess all backup methodologies and automate where possible
- Evaluate and catalog all computer equipment for manufacturer, size, operating system, etc.
- Re-evaluate work schedules by group
- Establish service level agreement per County requirements
- Accomplish transparent personnel move from SCT/ACS/Dallas County to Schlumberger

Our efforts will produce the following deliverables:

- Improved production environment with any and all automation possible
- Improved current SLAs
- Mainframe, mid-range and server refresh schedule as required per “modern technology” initiatives and projects

#### Data Center Process

As required by the current SLAs, daily, weekly and monthly backups will be performed according to processing schedules/windows of opportunity. Stand-alone backups are necessary for starting point recovery. Journaling and/or save while active of transactions augments the stand-alone backup process for on-line and in-flight transactions for up-to-the-second data recovery. Retention schedules will be structured to meet the County’s requirements.

Both mainframe and client server batch processing will be according to established and agreed upon business processing schedules. Every effort will be made to eliminate manual processing, which will require an in-depth review of all processes. Where applicable, automated processes will be implemented toward a potential lights out operation.

The data center will be a 24x7 operation with additional on-call support during off hours. This includes operations, production control, technical support and data center network support.

Printing activity will occur according to established schedules. An in-depth review of printing functions will take place to maximize the benefits associated with economies of scale (such as laser printing of all reports in lieu of purchasing custom forms).

Careful and regular capacity planning will occur through proper system tuning and hardware maintenance. As the County’s business needs change and new processes emerge, computing systems will be constantly evaluated for cost effectiveness. Capacity planning gives early warnings of over/under utilization, service window processing and printing statistics, database utilization and its performance, personnel scheduling statistics and outage analysis (planned vs. not planned). Hardware refreshes will be dictated by the current supported technology, cost of ownership, new business processes and re-engineering of the enterprise.

Systems should have installed an automatic “roll back” for all databases. In the event of an “outage” (not a disaster), this method secures all databases and quickly restores normal processing to its users.

An asset tagging system will be used to track and register all IT equipment. This is required to effectively administer hardware/software maintenance and “age” of all equipment potential refresh cycles.

#### 4.18.5 Help Desk

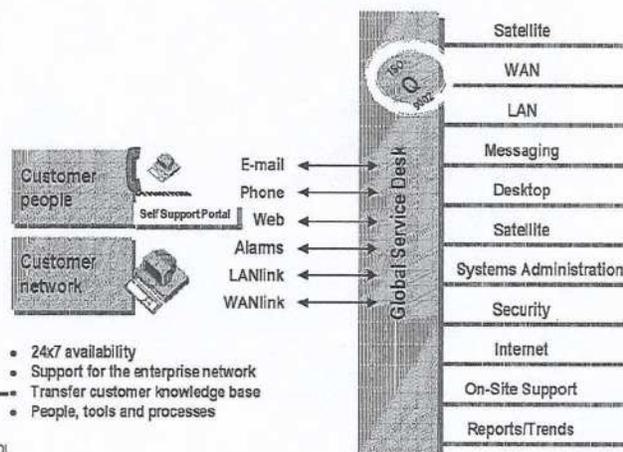
Central to the Schlumberger proposal is our 24x7 Service Desk, which serves as the single point of contact for all users.

To ensure that Schlumberger retains the skill sets necessary to meet County service requirements, Service Desk analysts are highly motivated and technically trained. Analysts are supported with on-line knowledge databases and customer information web servers to ensure that users interact with personnel who have relevant support data ready at all times. This approach ensures that the County will receive:

- Consistent levels of help desk service and support
  - Desktops, networks (LAN/WAN) and applications
  - Security (intranet/extranet)
  - Secure connectivity services
  - Customer service and information
  - Maintenance
- Problem management
  - Logging, tracking and reporting of action requests
  - Escalation management

Services provided by the Service Desk include:

- First level support of the County's standard PC operating system, supported applications and virus scanning software.
- Applications support such as proprietary software that will be logged and escalated to application specialists designated by the County (or its representatives).
- Primary contact point for office moves and/or changes. Users will have the benefit of contacting one location to create a single ticket with all of the details of a move (such as phone, PC and network configuration). This results in users spending less time dealing with support and more time accomplishing daily business. In addition, Schlumberger's on-site staff can use the open ticket as a reference point to schedule a seamless office migration, which will result in fewer overall office visits and



timely implementation of the necessary office tools.

*Elements of the Schlumberger Service Desk*

Our Service Desk solution resolves more IT issues at the first level, thereby freeing the use of higher level support personnel for more complex tasks. In addition, Schlumberger provides accurate statistical data about the number and type of calls being answered at the Service Desk, which will allow the County to make better IT-related decisions.

When County personnel call the Service Desk, a systems analyst will ask a series of questions to assist in identifying the most appropriate course of action. The information captured during the service call will be recorded in Schlumberger's GTS, which will be used to track the service request until resolution.

Schlumberger categorizes faults according to severity and impact on business operations.

### **Global Ticketing System**

Schlumberger's GTS provides a coordinated means to identify, record and track the work being performed. By leveraging the GTS, the on-site technicians have a resource for accessing historical problems and resolution tracking on systems within the environment. With this information, the technicians identify trends and repetitive problems that will point to the root cause. This allows the technician to fix the core source of problems and to proactively prevent similar problems.

Built on the industry standard for workflow and action request tracking systems, Schlumberger's GTS incorporates thousands of man-hours of integration and customization to optimize performance. The County will be able to leverage Schlumberger's experience to achieve a level of support that would not be cost effective for a single entity to implement.

Schlumberger often works in partnership with other service providers to meet a broad range of customer needs. In such cases, the customer or service provider is provided with a GTS client package that enables the ticket to be escalated for closure. When the work is complete, the customer or service provider closes the ticket in the GTS database and all service metrics are retained for later reporting. This provides a fully integrated environment across service provider boundaries and creates a true single point of contact.

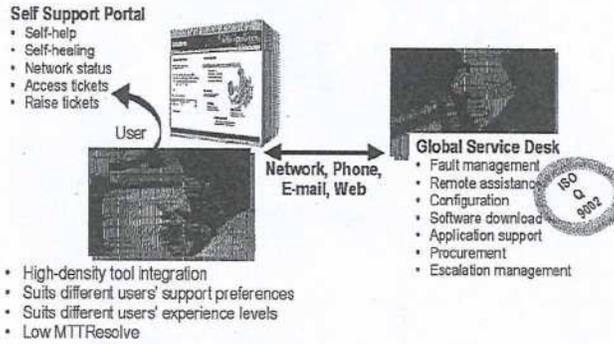
### **Self Support Portal**

Schlumberger's Self Support Portal is a high-density web portal that operates with any standard browser and brings a range of new services and self-help tools to individual PC users and IT management.

Self Support Portal works at both the network and desktop levels to increase efficiency. Additional benefits of Self Support Portal include:

- Consistent levels of user support across the enterprise

- A stable platform to support intranets, extranets and applications



**Service Desk and Self Support Portal**

**Self Support Portal for the IT Manager**

Self Support Portal is the open interface to network and service information. Through a secure logon, the IT manager is able to see the information used to manage the network:

- Network status, maps and performance
- Service level reports
- Access to the Global Ticketing System

Self Support Portal allows a true partnership approach to network management. Schlumberger and the County share the same information while we are contracted for service provision. IT managers will have all relevant network information at hand.



**Window into Integrated Support**

**Self Support Portal for the Computer User**

For desktop users, Self Support Portal dramatically reduces the fix time for PC problems. It uses self-help and self-healing tools to assess and act upon PC problems. Solutions are often found before a call is necessary to the Service Desk.

Users accessing the Self Support Portal website are offered three high level menu options:

- Fix My Computer Now! – The Self Support Portal healing system provides a quick fix to broken applications.
- Help Me Find a Solution – Users can search or browse the knowledge base to find a quick solution to unexpected problems. The knowledge base offers easy to understand information and pictures to assist the users.
- My System Info – The system information page gives up-to-the-minute information on desktop health. Users who regularly visit this page receive advanced warning of possible problems.

The “How Do I...?” box features Self Support Portal’s custom-written solutions to the most common issues and configuration troubles.

Options on the lower part of the screen include:

- Ticket – Users can view GTS tickets, build custom queries or submit a trouble ticket.
- IT Logon – IT Managers can see network reports, SLA reports or security reports.
- User Guide – Users can consult the user guide for better explanations of common issues and questions.
- Feedback – Users can submit comments, questions and suggestions about the Self Support Portal system.

In addition, users can check the scrolling message bar at the top of the screen for up-to-the-minute information about issues and outages.



Accessing Self Support Portal

#### 4.18.6 Database Support & Management

Schlumberger’s proposed approach to database support and management addresses only the Facilities Management scenario. We will be staffed Monday through Friday from 8 a.m. to 5 p.m. and key individuals will be on call for after-hours 24x7 support.

The scope of control will include all entities in the database support area including mainframe, mid-range and distributed systems with MVS, UNIX, AIX, NT and Novell operating systems. Acquisition of new operational skill sets will be provided through Schlumberger's network of experienced IT professionals. A six-month transition from SCT/ACS will be required to provide a transparent environment for County users.

Normal production and testing operations activities will include:

- Technical support for all database entities
- Installation, tuning and monitoring of all database entities
- Management, capacity planning of "disk farms" on all platforms
- Assist and participate with applications development in new or re-engineering projects for both systems and applications level DBA support
- Research, recommend and install all upgrades to databases on all platforms
- Define an accurate, user friendly data dictionary for end-user reporting and application development departments
- Provide and enforce a strict change control policy for:
  - All database upgrades
  - Security updates and control
  - Parameter modifications to schemas and sub-schemas
  - Configuration management

Dallas County currently has more than 5,000 mainframe programs and Oracle 8 payroll, financials and Kronos on client server architecture. Very complex schemas and sub-schemas exist between the two architectures. Reporting and computing at the end-user level require extremely accurate and easy to use data dictionaries when extracting data elements. Oracle financials are paramount to the effective operation of the County. Schlumberger uses a formal change control system.

Tasks that Schlumberger will undertake include:

- Provide a baseline assessment
  - Analyze the maturity level around all applications and databases
  - Establish goals and objectives around each application process move to the next level of maturity
  - Provide training and education to required employees
  - Review security on all systems
- Introduce individual and team processes to support the change process
  - Develop team approaches and solutions
  - Gather data and improve processes
  - Introduce team mentoring and team building skills
- Establish a control and measurement system based upon

#### Schlumberger's SLA methodologies and change control processes

- Develop guidelines for measurement
- Ensure continuous assessment and response
- Establish performance objectives
- Identify sources of data and information
- Set expectations for the collection and use of data
- Provide feedback on performance objectives and results
- Review database service portfolio and maintenance objectives
  - Review current usage against operations SLAs and applications project plans
- Provide a joint review of all open requisitions
  - Conduct a workshop designed to understand, prioritize and reduce the number of requests for system enhancements (IT Steering Committee)
  - Balance needs versus requirements
- Develop a transition plan that mirrors the requirements of the transfer of the technical infrastructure

Our efforts will produce the following deliverables:

- Project work plans
- Schlumberger baseline assessment
- Measurement program linked to SLAs and applications development projects
- A formal change control system
- Capacity planning in regard to disk space management and performance database management
- Recommendations to management where improved service levels and cost savings can be obtained through new database technologies
- Recommendations of new security measures

#### 4.18.7 Disaster Recovery

Schlumberger has recovery centers worldwide that provide services to other customers on the same basis as the County's requirements. We are very familiar with organizations that have multiple platforms over multiple locations and have been successful on a number of occasions providing recovery services when these organizations have lost their ability to function in their normal environment. Schlumberger will work with Dallas County to provide the recovery services you require in the most cost effective manner using our experience of providing disaster and business recovery services.

The service quoted for in this response is based on the County's restoration of all their systems within 72 hours of an invocation. The service will be available to the County 24 hours a day, 365 days a year.

### Recovery Center Services

The recovery center provides the following services:

- Hardware
- Telecommunications
- Structured cabling system
- Testing
- Security
- Legislation compliance
- Insurance
- Invocation use
- Consultancy

#### Hardware

Hardware and communications equipment will be provided at the recovery center as detailed within the RFP. The hardware provided will be equivalent to or greater than the specification required.

All of the required hardware at the recovery center will be provided without operating systems or software at the start of a test or invocation. Schlumberger will recover all of the required operating systems, software and data using the procedures within the County's recovery plans.

#### Telecommunications

All of the telecommunications links will be provided at the recovery center as detailed within the RFP. Telecommunications is a key aspect for which we can offer exceptional skills developed from various invocations. This has led to a customer support team equipped with an unusually high level of skills. The configuration and connectivity of the communications equipment will be carried out by our telecommunications staff on invocation and testing of the service.

#### Structured Cabling System

The cabling system at the recovery centers comprises category five UTP structured cabling wired to AT&T 258A standard. Schlumberger will provide connectors for all stated LAN requirements (such as TR LAN, Media Filter, Ethernet, RJ45, 3270 and Balun).

The structured cabling system will support:

- Token Ring
- Ethernet (10 Base T)
- IBM mainframe and midrange
- Digital

- SUN and HP servers

Schlumberger will ensure the connectivity of hardware at the recovery center to form the required LANs and WANs during tests and invocation use.

#### Testing

We will ensure sufficient time is provided to offer the County two tests per year for each of the locations stated in the RFP. Additional testing time can be made available if required and will be charged at a daily rate.

#### Security

Security control is fundamental to the provision of the Schlumberger disaster recovery services. A series of safeguards are included to ensure the integrity of customers systems, networks and data. These fall into two main categories:

- Physical building security
- Logical system access

#### Physical Building Security

The recovery center facilities include the following physical security features:

- Access to the building controlled by security guards 24 hours a day
- Electronic key card access to user areas and computer rooms

#### Logical System Access

During the pre-contract phase, Schlumberger and the County will agree upon security arrangements. This is typically dependent upon service level provisions. Customers' networked systems will be installed with no access point to any Schlumberger or other network without the consent of all parties. The measures taken to protect wide area connections can include predefined dial back, passwords, leased lines or encryption. The recovery location has a card access security system installed. Access is restricted as appropriate for each of the recovery areas within the center.

#### Legislation Compliance

The recovery centers are state certified and meet all of the required health and safety regulations. The recovery centers also conform to all State statutory regulations.

#### Insurance

Insurance coverage includes public liability, loss of building and equipment and professional errors and omissions causing damage to third parties.

#### Invocation Use

Schlumberger does not exclude any reason for invocation. In the event of an invocation, the County will be able to use the recovery center for a period of up to 90 days.

#### Consultancy

It is assumed from the RFP that each of the stated County locations has a recovery plan. Before any tests are carried out, the recovery plans should be reviewed by a Schlumberger consultant to ensure they are up to date. Depending upon the size and complexity, this exercise could take up to three days for each plan. If recovery plans are not available for all locations we can provide consultants to write plans if required.

After the recovery plans have been reviewed, Schlumberger will provide a consultant on a quarterly basis to ensure the recovery plans are kept up to date. The time spent at each location will depend upon the number of changes made to the systems during the quarter and the number of installed hardware platforms. Typically, the larger locations will require up to two days work per quarter with the smaller locations requiring up to one day of work per quarter.

#### Dallas County Objectives

Dallas County disaster recovery objectives are:

- Ensure that the proposed service can recover and support the critical business functions within the stated timescale in the event of a disaster
- Provide the technical support necessary to assist with the timely implementation of the project
- Confirm that facilities and hardware configurations are compatible with those required
- Maintain updated recovery plans at all County locations
- Carry out biannual tests for all stated County locations

#### 4.18.8 Applications Development & Maintenance

To improve current service levels and ROI, we will employ Schlumberger's system development lifecycle methodology. By utilizing these commercialized procedures, economies of scale can be attained.

Normal production and testing operations activities will include:

- Production abend and maintenance support and resolution
- Member of the IT Steering Committee
- Effective project management and project cost control
- Management reporting for cost and application utilization control

- A member of evaluation team for commercial off-the-shelf package selection:
  - Commercial code
  - Documentation
  - Business process fit
  - Technology currency
  - Interface requirements/methodologies
- Staff currency skill set development to project and/or business process
- Work to “approved customer” project list
- Assist end user where applicable for end user reporting is required
- Strict adherence to change control

Schlumberger uses a formal change control and systems development lifecycle methodology with Microsoft Project for all projects reporting to management. All applications development requests are evaluated by ROI and business impact; the scope of the request and resulting work is highly scrutinized. It is reviewed and signed off with the end-user and the next level of management. All such requests are reviewed and prioritized in the IT Steering Committee, which is chaired by the County. If a commercially available solution can be obtained, it is Schlumberger’s standard to implement packaged software. We do not recommend making modifications to packaged software.

Schlumberger will accomplish the following tasks:

- Provide a baseline assessment
  - Analyze the maturity level around all application service processes
  - Establish goals and objectives around each application process move to the next level of maturity
  - Develop project plan and timeframes to achieve goals
  - Provide training and education to required employees
- Introduce individual and team processes to support the change process
  - Conduct an executive workshop
  - Select appropriate areas or pilots
  - Develop team approaches and solutions
  - Gather data and improve processes
  - Introduce mentoring and team building skills
- Establish a control and measurement system based upon Schlumberger’s system development lifecycle methodology
  - Develop guidelines for measurement
  - Assure continuous assessment and response
  - Establish performance objectives
  - Identify sources of data and information
  - Set expectations for the collection and use of data
  - Provide feedback on performance objectives and results

- Establish links and bonds to the user community
  - Provide technology seminars and educational opportunities to the business community
  - Solicit feedback from business users
  - Define opportunities for the improved use of information
- Provide application vendor awareness program
  - Assist current vendors in understanding the goals and objectives of the County
  - Provide strong criteria for software acceptance
  - Review vendor contracts for savings opportunities and functionality improvements
- Review applications portfolio
  - Review current usage and business applications of software
  - Define value proposition of each application
  - Define lifecycle phase for applications
  - Reduce overlap of services and applications
- Provide a joint review of all open requisitions
  - Conduct a workshop designed to understand, prioritize and reduce the number of requests for system enhancements (IT Steering Committee)
  - Define business requirements for each request
  - Balance need vs. requirement
- Develop continuous quality improvement program
  - Work with the County to define goals and objectives of the program
  - Develop project work plan
  - Train employees
  - Provide feedback
- Develop a transition plan that mirrors the requirements of the transfer of the technical infrastructure

Our efforts will result in the following deliverables:

- Project work plans
- Schlumberger baseline assessment
- Measurement program
- Approach and training of all involved
- Quality program
- Project management resources including library resources, program code protection through library management systems such as LIBRARIAN, SOURCE SAFE, etc., project management support, tracking, project costing and benefits realization subject to review and cost assessment

#### 4.18.9 Network Management

Schlumberger will provide network management services using tools and engineering resources in our Service Management Center (SMC) and on-site resources. The SMC will be connected into the County's network to provide monitoring of the County's servers, LAN, WAN, telephony and network infrastructure.

Schlumberger will provide real-time 24x7 proactive monitoring of the County's infrastructure. We incorporate "best of breed" products and practices to manage and automate the monitoring, event tracking and coordination of field service activities that are handled through the SMC. Our SMC engineers will be alerted when a monitored device fails. Through a set of escalation procedures, SMC engineers will either resolve the problem or escalate it to the appropriate regional or on-site personnel for resolution. This also includes dedicated on-site engineers working with third party service providers and equipment suppliers, carriers/PTTs and third party maintenance vendors for end-to-end service management.

Our solution consists of:

- Network monitoring services with real-time network capability
- Network fault management services with remote resolution and, if needed, escalation according to procedures that will be established in conjunction with the County
- Configuration management services to implement desired changes to the network
- Performance management services to maximize network capabilities
- On-line access to near real-time and trend reporting
- Management circuit for connectivity between the County and Schlumberger
- Designation of project manager to oversee service deployment and determine the resources required to provide necessary configuration
- Designation of service delivery manager for ongoing operational issues and requests

Our goal is to improve the County's network performance while reducing the total cost of ownership. Benefits will be derived from:

- Expertise in IP network management
- Investment in people, technology, network management tools and operational procedures
- Proven, established service delivery organization and infrastructure

Schlumberger provides network management services to customers worldwide. In addition, we are responsible for servicing the Schlumberger Information Network, which is one of the world's largest private IP networks in terms of geographic coverage. It currently reaches over 38,000 users in more than 650

locations in 55 countries. It utilizes approximately 940 Cisco routers, 300 remote access servers and several thousand hubs on a multi-protocol information network. Dallas County will be able to leverage Schlumberger's expertise and resources to ensure that state-of-the-art technology, best-of-class personnel and optimized processes provide support for network operations and management.

By choosing Schlumberger, the County will benefit from:

- Capital (hardware, databases and applications) and man-hour investments that Schlumberger has made to integrate monitoring tools with our GTS and reporting tools
- Established best practices for notification procedures, SLAs and documentation of customized customer environment and processes
- A single point of contact through the Service Desk for alarm recognition, notification and documentation
- Continuous technology refreshes so that services are provided through most current hardware and software
- Consistent quality of services

Schlumberger network management services are designed to be customized for the scope of services that best fits the County's business needs and planned IT support infrastructure. Our network management service modules include:

- Network Monitoring – Provides a single point of contact and accountability for 24x7 network and device monitoring
- Network Fault Management – Adds remote diagnosis and resolution of faults to achieve high network availability and quicker repair times
- Configuration Management – Manages the changes made by network professionals who maintain and upgrade router and other software and hardware configurations
- Performance Management – Optimizes network performance services by collecting and analyzing network baseline statistics and business requirements, which help to ensure the network can support the intended load

### Network Monitoring

Schlumberger will help the County increase awareness of its network performance and improve reaction time to failures by proactively monitoring SNMP-manageable devices and network links. Our staff of network analysts will remotely monitor those devices on a 24x7 basis. This basic service includes:

- Providing a single point of contact.
- Using network management tools to automatically monitor SNMP-manageable devices and network links, polling at pre-arranged fixed intervals. Routers are monitored at the interface level; switches are monitored at the device (not the port) level.
- Logging and tracking action requests that result from our network management tools or customer calls.

- Escalating corrective actions to the County's on-site personnel or third party providers as required.
- Supporting multiple technologies (including ATM, frame relay, leased circuits, analog dial, ISDN, X.25, TCP/IP, Appletalk, SNA, voice, facsimile, Ethernet, Token Ring, FDDI, Fast Ethernet and Gigabit Ethernet).

In-scope network device routers will be polled at five-minute intervals (or at intervals otherwise to be agreed upon with the County). When a router's connectivity to the centralized management station is shown to be unavailable, this will be highlighted on Schlumberger management systems and brought to the attention of the SMC. All incidents will be recorded as a ticket in our GTS.

Automated syslog monitoring may be configured to receive syslog entries from any in-scope managed device (primarily for router monitoring). Syslog entries are retained for a 24-hour period. Schlumberger is able to parse the syslog for patterns. We utilize filters to detect specific entries such as:

- Monitoring ISDN activity, such as ISDN connects/disconnects and LAYER2DOWN events logged
- Configuration changes
- Lost routes

Incidents will be escalated according to predetermined procedures for fault management.

In order to monitor all the switches and routers in this solution, a management circuit will be installed to provide reliable connectivity between the County and the SMC.

#### **Network Fault Management**

With this service module, Schlumberger will help the County improve network availability by remotely analyzing, isolating, diagnosing and correcting network faults on a 24x7 basis. This service, which utilizes the information generated during network monitoring, includes the following features:

- Remotely isolating, diagnosing and resolving faults in in-scope components. Routers are addressed at the interface level; switches are addressed at the device (not the port) level.
- Performing remote troubleshooting activities to isolate the fault and liaising with carriers, local support and maintenance vendors (where maintenance contracts are in place) to resolve the fault.
- Logging and tracking action requests that result from either our network management tools or customer calls.
- Escalating corrective actions to the appropriate personnel and managing the process through to resolution.
- Dispatching and coordinating the County's on-site support technicians. Schlumberger can provide on-site technicians as an additional option.

- Coordinating with local field and telecommunications/PTT staff to correct faults.

During troubleshooting activities, Schlumberger will make the changes necessary to restore services. Any other changes to configurations will be handled via our change management process, in which the County's involvement is required.

All fault management activities will be recorded in Schlumberger's GTS and the County will be updated at agreed upon intervals.

#### Escalation Approach

On reporting a fault to Schlumberger, the customer will be asked to supply as much diagnostic information as is available or known at the time. Schlumberger categorizes faults according to their severity and the impact on Dallas County's business operation. The default impact codes are shown in the following table; however, Schlumberger personnel will discuss severity codes with the caller for each ticket.

Impact Level	Severity	Scope of Impact
1	High	The problem has a major adverse effect on the County's business, impacting a group of users or all users' ability to perform their business function with no work-around solution available.
2	Medium	The problem has an adverse effect on the County's business, in many cases impacting only a single user's ability to perform his/her business function with no work-around solution available.
3	Low	The problem has little or no effect on the County's business, generally impacting a single user's ability to perform his/her business function and having an available work-around solution.

When network problems are reported, the fault is logged in the Global Ticketing System and then assigned electronically to a skilled technician in the Service Management Center. SMC technical support personnel will update all tickets on a regular basis and contact Dallas County as necessary to get more information or to jointly test faults with your personnel, if appropriate. The technical personnel will apply agreed upon procedures for escalating problems to a second level support team, if required. The SMC is accustomed to working closely with any third-party suppliers to provide this level of service.

If a network problem requires the intervention of on-site support personnel, Schlumberger will escalate the problem to on-site staff, who will be notified of the problem via e-mail or telephone. Dallas County will utilize Schlumberger's Global Ticketing System to view the status of open tickets.

During the course of resolving a fault, Schlumberger initiates notification escalation procedures at predefined times along the resolution route. These procedures are intended to alert progressively more senior levels of Schlumberger management and involve them in the resolution process when necessary.

The SMC will provide regular status updates on the resolution of Impact 1 faults. For Impact 2 and 3 faults, you will be updated when there is a change in status and at least every eight hours during resolution unless otherwise agreed with Dallas County. An escalation and status report will not necessarily be triggered if a clear route to the next stage of resolution is evident. At Impact Levels 1 and 2, your account manager will also be kept briefed on a fault status, as will your service manager. The Schlumberger internal escalation trigger points are shown in the following table.

Escalation	Impact 1 Faults	Impact 2 Faults	Impact 3 Faults
SMC 1 <sup>st</sup> Level Supervisor	Within 1 hour	Within 4 hours	Within 8 hours
SMC 2 <sup>nd</sup> Level Supervisor	1 hour	6 hours	8 hours
SMC Manager	1 hour	6 hours	8 hours
Service Manager	1 hour	6 hours	12 hours
VP, Service Delivery	4 hours	12 hours	36 hours
President	8 hours	24 hours	60 hours

In the event there is no clear path to resolution, the following ticket escalation will occur:

Escalation	Activity
SMC 1 <sup>st</sup> Level Supervisor	Troubleshoots up to two hours
SMC 2 <sup>nd</sup> Level Supervisor	Troubleshoots for another two hours
Engineering	If no fix is found within the first four hours

### Configuration Management

Schlumberger's configuration management service applies a change management process to some of the variable conditions in network devices. This service includes:

- Implementing network moves, additions and changes
- Remotely managing network components (either through in-band connection or dial-up modem) for configuration changes to routing tables and router software updates, etc.
- Acting as a liaison with third party equipment and service providers

### Performance Management

Performance management services will be based upon the County's specific support strategy and budget. Performance management needs will be assessed through network audits done by experienced network consultants. The extent, frequency and type of performance data gathering, reporting and tools will be determined in conjunction with the County. Using the reports available through Self Support Portal, our network support and information portal, as a foundation, these services include:

- Recommending corrective actions based upon the measurement and reporting of bandwidth utilization and availability including individual network circuits, Internet gateways, frame relay ports and customer tail circuits
- Providing network design, engineering, planning, installation and project management
- Providing bandwidth optimization and technology assessment through defined consulting services

### Automated Tools & Management Systems

#### Monitoring & Management Tools

Schlumberger will utilize the following tools to provide the required network monitoring services:

- Spectrum – The key network monitoring tool used by the SMC to monitor all WAN and LAN devices and produce alarms for reachability. This tool uses SNMP to poll network devices; it accepts SNMP traps for exceptional conditions detected by these devices. The SpectroSERVER architecture in the SMC accommodates distributed polling and high availability via failover to an alternate site. Spectrum monitors the ability to send and receive an SNMP or ICMP echo request to the end device.
- Netcool – Used as a “manager of managers” to maintain an object-oriented database of events that are displayed and updated in real-time on an operator’s console. SMC personnel can view a complete, consolidated display of all events correlated by Netcool. It is also possible to provide a distributed display of events for local monitoring purposes. Netcool has powerful filtering and event correlation features; the operator may interact with the Netcool display to mark events as acknowledged or to carry out other customized event processing (for instance, forwarding an event to our GTS to be created as a ticket). Netcool provides high level event management for the SMC. Under special circumstances, it may be used to trigger alarms based upon traps that cannot be processed by Spectrum or syslog.
- HP OpenView – Used to monitor Wintel-, UNIX-, Linux- and AIX-based servers and services. An agent is placed on each server to collect information about the server, the operating system and the specific application processes. Depending upon threshold configurations, the agent may initiate an event to the Central Management Console. The OpenView tool includes the Service Reporter module, which allows us to generate availability and response time reports for the key servers and services on the network.
- Global Ticketing System – Used to record key data about each incident and track it to resolution. The GTS is described in more detail in Section 4.18.5.
- Self Support Portal – Utilized by IT managers to view information that

is used to manage the network. Self Support Portal is described in more detail in Section 4.18.5.

#### 4.18.10 Telecommunications – Voice

The Schlumberger team's telecommunications consultants are members of BICSI, the Association of Cabling Professionals and participate in the EIA/TIA standards community. Our consultants are certified by numerous leaders in the cabling industry to install, certify and guarantee CAT 3, CAT 5, CAT 6 and fiber optics. We are also authorized and certified to install Nortel, Lucent, Toshiba, Vodavi, Win, Panasonic, Mitel, Comdial and several other standard telephone systems. Additionally, we hold certifications to install the very latest CTI systems from such companies as 3Com, Cisco, Praxon, Shoreline Communications, Dialogic and TDK.

Offering technical consulting, design, installation and short- or long-term maintenance programs on all facets of telecommunications and data communications, we are capable of scaling to meet quick demand of small "we need it yesterday" business situations to large long-range projects with the medium to corporate size clients. Our services also include telecommunications disaster and/or catastrophe recovery.

#### 4.18.11 Telecommunications – Data Circuits

The RFP describes a provisioning and maintenance service for data circuits. For routine IMACs, our service delivery manager will lead data circuit provisioning. For larger projects, a project manager will be assigned to all provisioning requirements.

As part of our global service delivery organization, Schlumberger has a well-defined circuit provisioning process. Our coordinator in Houston handles all circuit orders, communications and coordination with telecom vendors for circuit installs.

On-site staffing will be provided to support the installation of new circuits. Beyond the installation, the service delivery manager will handle required invoicing. Asset tracking will be managed through the GTS. Management of telecommunications assets is described in Section 4.18.9.

#### 4.18.12 Training

We believe that success is based upon the performance of our people, who can perform to the best of their ability only if they possess the proper skills. Schlumberger invests heavily in the development of interpersonal, technical and management competencies through the provision of tailored training programs. This includes on-the-job training, sponsorship for technical certifications, coaching by line management and colleagues and formal degree programs. We leverage the resources of the entire corporation to provide additional support with

training and development initiatives including:

- Links with universities
- Colleagues
- Institutions
- Training establishments across the regions

Schlumberger also makes use of the following corporate resources:

- Schlumberger Management Development Program – A comprehensive development program that offers various seminars, which include finances for non-financial managers, leadership, marketing, interpersonal management skills and advanced programs for business line managers
- Self-Managed and Distance Learning – A variety of distance-learning training programs (technical and managerial), which include the e-library with more than 100 technical subjects, Eureka (Corporate Technical Community) and Harvard Manage Mentor (online resource for 24 key management topics)

The key points of our training offering are:

- Detailed analysis and careful planning of training needs to define tailored training programs
- Skilled instructors with in-depth knowledge and experience for in-class training
- State-of-the art web tools available for self-training
- Quality course materials and documentation
- Use of e-Learning tools and training CDs for upgrades
- Systematic feedback through surveys for quality monitoring and program improvements

The County's goal to improve the productivity of its people is taken very seriously by Schlumberger. As users learn more about IT platforms and software applications, the work environment becomes more productive, faster paced and more efficient. Because training is important to the County and our role is to determine priorities within the user base and subsequently identify the best solutions to meet those training needs.

The transition to the Schlumberger environment will require a well planned and executed training program for County end-users. Schlumberger will manage and administer the IT training program for all County users. This will cover the Schlumberger environment and additional training needs:

- Planning/Coordinating Training – Joint planning with Dallas County to identify and mobilize the best resources and facilities; involving third parties and Dallas County resources; customizing to meet special needs; forecasting and budgeting
- End-user Documentation
- Administering/Conducting Training – Scheduling, awareness

advertising, enrollments, execution of training events and activities, reporting on training activities, results assessments

- Support Training Center Facilities and Technology

Training can be administered in several formats. Each method can be very effective as a tool for transferring knowledge to an employee, which include:

- Formal classroom training
- Computer-based training
- Self-taught and self-paced learning from documentation, manuals, books and videotapes
- One-on-one training from the Service Desk using remote control desktop utilities
- One-on-one training from on-site service personnel
- Informal "brown bag" lunches
- Online resources and knowledge bases

Formal classroom training will be conducted for each major software and hardware release, which includes desktop applications and base platforms (Windows 2000 and thin/fat client distinctions). Additional training resources and formats will be identified and made available where appropriate.

Training via the Service Desk (when users call for assistance in "how to" problems) is another common approach that can be provided to the County. The Service Desk can provide training as the request is serviced. This is particularly beneficial when the Service Desk uses remote control tools to support the user. In this situation, the analyst talks the user through the fix while the user watches his/her screen to fully understand the solution.

Based upon our experience, brown bag lunches are one of the most efficient training formats. Most employees do not have time to attend a training class for a full or half day. A lunchtime session provides a reasonable and compelling opportunity for employees to become informed, particularly if it is targeted at specific needs. Schlumberger can identify user needs from reports on the SDMS database and arrange training sessions at lunch or other convenient times.

Other training topics and options will be identified, administered and carried out upon County approval.

Another powerful tool to consider is online performance support. This is an innovative way to help users gain access quickly to information about their jobs, including the use of computers and special applications. We have experience and resources to draw upon (from the Schlumberger Austin Research Center) that could establish a partnership with the County. This would cover a methodology for approaching all of the County's training needs. The essence of this approach is to:

- Determine employees' needs for performance support
- Collect information from experts and other sources
- Compile a knowledge hub of web-enabled information for publication

on the County Intranet

### Skills Development Center

Our Skills Development Center (SDC) was created as a structured technical training program. The program is based upon the following foundations:

- Provide the technical and soft skills required to address business needs
- Support entry as a university graduate (fresh-out engineer)
- Create an attractive, structured, challenging training path
- Allow individual pacing through self-training (estimated at 24 to 36 months)
- Tailor the length of training to business needs over two or three seminars
- Provide a certification program with a roadmap and time table
- Address repetitive training programs
- Focus on the brand that has the largest relevant business share
- Test the engineers on learned skills
- Become the best in-house certification program in the industry

With the support of this training and development program, Schlumberger can ensure that assigned individuals will have the appropriate level of skills and experience required to support the services we will provide.

The following syllabus for Service Desk is representative of the training provided through our SDC.

Description	Type	Days	Credits
<b>Service Desk-1 (immediately following the hiring date and induction)</b>			
A+ (Network Cabling Systems & PC Systems Administration)	ILT	5	40
Client OS	ILT	3	40
Network Fundamentals	ILT	3	30
GTS Process (Remedy, SLAs)	ILT	2	30
Self Support Portal	CBT		20
VPN Support Application (e.g. SecuRemote)	CBT		10
Certification Authority Support (e.g. PKI)	CBT		10
Backup Application (e.g. Connected)	CBT		10
System Configuration Application (e.g. Radia Novadigm)	CBT		10
Schlumberger Business (KM, SInet, Safety, Service Attitude)	ILT	2	20
<b>Service Desk-1 Total</b>		15	220
<b>Field Assignment</b>			50
<b>Service Desk-2 (18 months after seniority date)</b>			
Server OS	ILT	5	40
TCP-IP	ILT	3	30
Time Management	CBT		10

<b>Service Desk-2 Total</b>	8	80
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To support this extensive training and development effort, the SDC has the following resources:

- Network, security
  - Internal dedicated lecturers
  - Specific external specialists (technical and soft-skills)
- Cisco + labs
  - CCNA 8 sets to be shared between 16
  - CCNP 4 sets to be shared between 8
  - CCIE 1 set, reserved in advance
- Desktops (Cisco, Windows 2000, PKI, PM)
  - One classroom with 20 desktops
- UNIX servers (UNIX/Solaris, Check Point)
  - One classroom with eight UNIX servers

Ultimately, we leverage Schlumberger training resources to offer a “virtual university.” Our standard development program complements specific technical training with soft skills development. Additionally, extensive training is available online for technical, soft and managerial skills.

#### 4.18.13 Consulting Services to User Departments

Schlumberger can help the County obtain a clear and evolving vision of its IT goals in terms of future application, system and network architectures and technologies. To help set this vision, Schlumberger will:

- Assemble appropriate research from industry experts, technology watch activities and strategic partners
- Conduct workshops in which this research is aligned with business objectives, resulting in a roadmap for the County’s IT future
- Consult with high level executives and other designated staff to provide briefings on the potential of the new technology directions

Example service offerings include:

##### **Network Engineering Services**

- Network planning and design
- Audit and assessment services
- Capacity planning based on business requirements
- Network restructuring
- e-Commerce infrastructure

##### **Security Services**

- Security policies
- Security audit and assessment
- Security planning and design
- Private key encryption
- Smart card integration
- e-Commerce strategy

Schlumberger’s technical consultants can assist Dallas County with the following

activities:

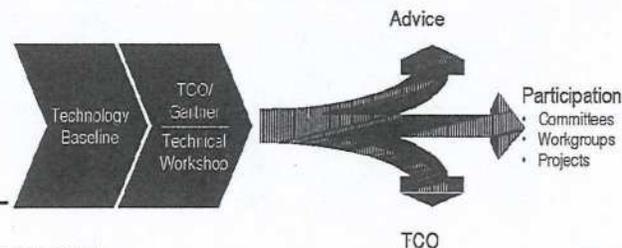
- Define the Technical Vision – Schlumberger’s consultants will work with County professionals and executives to refine and specify the technical requirements to support business goals.
- Produce the Transformation Plan – Schlumberger will produce the plan and provide the critical project management expertise, methodology and technical resource to achieve the County’s goals.
- Engage Multiple Partners – Schlumberger focuses its service offerings and consulting skills around network engineering, design, security and ongoing service and support. In order to fully realize the operational benefits of a technology, the County may require specific application and business process resources in addition to Schlumberger’s services.

We aim to become Dallas County’s strategic network design, management and security partner. By leveraging our consulting and service management resources, we can coordinate, develop and execute the appropriate technical services to help the County realize true productivity gains.

### Consulting Services Approach

Schlumberger’s approach to providing consulting services includes the following activities:

- Strategic Technology Baseline – Schlumberger focuses its consulting resources on gathering and evaluating the most recent technical trends. This is accomplished by:
  - Leveraging Schlumberger’s internal experience
  - Utilizing research tools and partnerships
  - Establishing a technology watch focused on the County’s business requirements
  - Leveraging specific tools such Gartner Group’s Total Cost of Ownership (TCO) software and program
- Technical Workshop – A technical workshop can be conducted with County executives and advisors to accomplish the following:
  - Confirm the baseline technology that is currently employed
  - Establish objective metrics to assess technology advancement
  - Discuss options with all concerned parties
- Ongoing Strategic Consulting Services – Schlumberger can provide ongoing strategic consulting services at agreed upon intervals and/or on a project basis. The common goal is to provide continuous progress measurements against the TCO-established baseline. This provides a periodic scorecard for County management. Schlumberger’s consultants



are also available to participate on committees or as advisors.

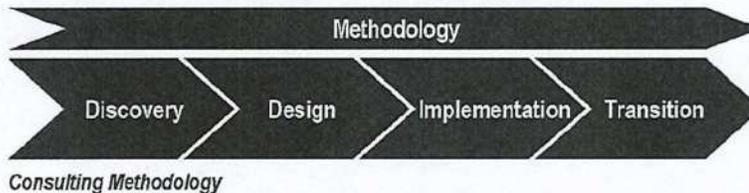
*Consulting Services Approach*

Schlumberger's consulting offering can be divided into three divisions, each of which utilizes a standard approach and service methodology to deliver consistent service to our customers. The consulting divisions are:

- Strategic Network Consulting
  - Architecture analysis, planning and design
  - Audits, baselines and life cycle planning
  - e-Commerce infrastructure design
  - Design, modeling and maintenance
  - Process re-engineering
- Tactical Expertise
  - Routing, switching and remote access
  - VPN, LAN and WAN
  - Project management
  - Technology migration
- Security Consulting
  - Audits and assessments
  - Design and planning
  - Network penetration testing
  - PKI , LDAP and smart card integration
  - Authentication system design and planning

Consulting Methodology

Schlumberger defines a clear path to efficiently and effectively guide a network team through the planning, installing, implementing and transition of computer-based systems. Our services are built around a proven methodology for delivery of consulting projects.



#### 4.18.14 Personal Computers

Schlumberger will be responsible for the daily operations of computers, peripherals and networks identified in the RFP. This covers the end-to-end spectrum of services, systems, network and software. This encompasses a regional view of operational requirements.

The Service Delivery Management System is the core platform from which operations take place. The powerful suite of system/network monitoring and performance management tools, people and processes included in our SDMS service delivery platform provide:

- Around the clock monitoring of the status and health of the overall IT infrastructure
- The tools, processes and interfaces necessary to identify problems and mobilize the resources required to correct them
- Management and oversight of installations and changes occurring in the infrastructure
- Automated (and manual where necessary, e.g. cold boot) processes to ensure that all systems and services are online and active
- The routine operational functions required for ongoing service delivery are:
  - Backup and recovery management
  - Media management
  - Media storage
  - Production control and scheduling
  - Printer/plotter administration
  - Overall operational management

In addition, on-site servers and systems require routine service for activities such as:

- Tape backup, restoration and management
- System startup/restarts
- Job or special procedure scheduling, processing and management
- Printers, plotters and other peripherals consuming paper, ink and other consumables
- Scheduled maintenance routines where appropriate
- Facility management to ensure a suitable, safe equipment and tape storage environment

### Staffing

To meet the defined service levels, Schlumberger will provide on-site staff at designated locations. The number and ratio of staff positions will vary based upon the number of users and devices supported. All staff will be trained on location-specific procedures.

A service manager will be responsible for managing all consultation, implementation, systems management, maintenance and operations activities at the location. Our service managers are required to possess a strong combination of technical and management skills to provide quality service. This will ensure that:

- Operational procedures are defined and documented
- On-site staff are adequately trained
- Procedures are performed in compliance with targeted service levels.

On-site service staff are deployed and managed by Schlumberger to achieve and maintain service level compliance. If additional or reduced staff are required to meet service levels, the service manager will adjust as necessary to maintain the service level agreement.

### **Backup Procedures**

We will work with the County to define and implement the appropriate backup plan for operating systems, database management system images, system software, business applications and data sets, e-mail and directory data and data files. We will also jointly define the appropriate combination of on-site and offsite storage and the processes to ensure the integrity of all backup data. These activities are an integral part of normal daily operations.

Elements of our backup procedures include:

- Defining, documenting and executing daily/weekly/monthly and incremental/full backups for all designated systems
- Training staff on operational requirements and procedures
- Processes for restoration of files, mailboxes, operating systems, systems software and other system components
- Emergency recovery procedures that feed into the Continuity of Business process

### **Desktop Support**

Schlumberger's desktop support technicians are responsible for daily on-site support of the desktop infrastructure. Responsibilities for second level support technicians include the tickets escalated from the Service Desk and the routine operational activities directed by the service manager.

Desktop support duties include accepting, tracking, resolving and following up on trouble tickets within the environment. In addition, desktop support will provide the information necessary to make proactive recommendations and improvements. Specific activities include:

- Resolving problems on all supported desktop hardware and software including desktop operating systems, defined and agreed upon desktop applications and server applications
- Participating in all scheduled disaster recovery simulations and working with each service location to determine its backup strategy and recovery requirements
- Performing installations, moves, additions or changes (IMACs) for desktop computers and laptops, printers and servers
- Managing print services

- Managing vendor activities related to the repair of faulty hardware and software inventory

### **Server Support**

Schlumberger will provide experienced server administrators whose duties include:

- System administration such as system configuration, account management and rights/permissions
- Troubleshooting hardware, operating system and application issues
- Management and execution of all operational procedures including backup processes

We maintain a strong knowledge base of experts who are continually trained on a multitude of server operating systems. This includes server administrators and engineers and third level server element managers. Our on-site personnel will coordinate efforts to install server applications and resolve server-related problems. They will be responsible for performing full and incremental backups according to the defined schedule. Schlumberger will coordinate the engagement of a trusted third party vendor for tape backup when offsite storage is appropriate. We will continually review backup procedures and make appropriate recommendations for changes.

Schlumberger will maintain a current record of operating procedures and institute change management measures to ensure that proper methodologies are followed.

### **LAN Support**

During standard business hours, on-site staff will resolve problems on all local area network (LAN) hardware and software including switches, hubs and other relevant aspects of the LAN infrastructure. Schlumberger LAN technicians will also be responsible for first level support of patch panel wiring.

Cabling projects with a higher complexity level will be handled on an as-needed basis through a trusted third party vendor. Pricing for third party cabling provided will be provided to in advance for approval on a case-by-case basis.

Schlumberger on-site personnel will participate in all scheduled disaster recovery simulations and be responsible for managing vendor activities related to repair of faulty LAN hardware or software, hardware inventory, version updates and records.

### **Hardware Repair & Maintenance**

Schlumberger will serve as the liaison between the County and vendors to provide multi-vendor hardware maintenance, support and remedial maintenance service. This includes servers, PCs, laptops, printers and other PC peripherals.

When a hardware malfunction is identified, a ticket will be created in

Schlumberger's GTS. The ticket will then be escalated for rapid diagnosis and repair. The status of the ticket will be updated in the GTS system. This service repairs hardware components and provides routine preventive maintenance for the managed infrastructure.

If no maintenance contracts exist, Schlumberger and the County will jointly determine the best way to meet service needs.

### **Install, Moves Additions & Changes**

Installations, moves, additions and changes (IMACs) are fundamental to the effective support of the distributed desktop environment. Schlumberger technicians are fully trained and OEM-certified to install, load, configure and test a wide variety of desktop hardware and software in a multi-vendor environment. Supported desktop hardware includes servers, PCs, laptops and related peripheral products.

Schlumberger will receive and verify equipment, install components (tape drives, printers, etc.), run diagnostics and take necessary actions to ensure device/system operability.

Schlumberger will provide and manage all in-scope equipment, hardware, software and peripherals to support the County's IMACs as defined below:

- Single point of contact for all hardware IMACs
- Technical expertise
- Experienced project management
- Capacity to provide IMAC services across entire global distributed computing environment

Schlumberger will utilize on-site and/or dispatched technicians to provide IMAC services. Schlumberger will serve as the single point of contact in all locations.

IMACs will occur either on an ad hoc basis or as planned, large-scale projects. Unplanned, day-to-day IMAC activity is handled in the same manner as hardware service requests (individual requests for IMACs go through the Service Desk).

Complex and/or large-scale projects are scheduled and coordinated with the service manager. A service manager will be designated on a regional basis to work with the County on the IMAC implementation. Our service manager will provide scripting or a complete statement of work that will be developed with the County. This includes a verification process for the operation of the installed/upgraded device. The verification process will be communicated to all service personnel who deliver IMAC services, which will result in a consistent and repeatable service execution.

The service manager will coordinate a site preparation audit to:

- Ensure target location is prepared for trouble-free moves, additions and/or changes

- Identify and verify cabling and electrical power
- Document cable and electrical power changes and additions, if required
- Communicate site requirements
- Understand and document workstation requirements
- Understand and document equipment connectivity requirements

A technician will perform the site audit and return the information to the service manager. Audit discrepancies, such as power requirements or wiring, are immediately escalated to the appropriate departments and monitored until resolved. Upon completion of all audit discrepancies, the service manager schedules the IMAC with the end-user and the local on-site technicians delivery teams. The support technicians complete the IMAC, test the equipment and close the call.

#### Installations

For installations, the Schlumberger service manager will either conduct an on-site survey of the location or communicate with the on-site contact before the arrival of new equipment. This on-site survey ensures power, cabling and connectivity specifications are as stated in the scope of work. Equipment will be shipped and received on-site by the County. A technician will be assigned to the scheduled installation. The technician will use an script for performing the installation, which may require the user data residing on the workstation to be moved to a server. Although the process will be automated using scripted routines, the technician will check to verify that all data files were moved. The technician will follow the script to perform the installation of the new desktop and test for full functionality.

#### Moves

Based upon the move schedule, the move coordinator will verify the readiness of the new installation location. This may be accomplished by an on-site survey or a call to the on-site contact. Once site readiness is verified, the product will be uninstalled and prepared for transportation based upon the distance and type of transportation to be used. Once the equipment has been transported to the new location, the technician will re-install the equipment and test for full functionality using a predetermined installation script.

#### Additions

When new hardware or software components are added to existing systems, the technician will perform the following tasks: unpack the product, conduct a physical inspection and set up the equipment, run through the script, install the required software and connect and test the equipment.

#### Changes

When replacing existing hardware or software components on existing systems,

the technician will perform the following tasks: unpack the product, conduct a physical inspection, set up the equipment, install the required software and connect and test the equipment.

#### 4.18.15 County Discussion Points

Descriptions of operational and technical processes and methodologies.

Schlumberger's operational processes have been developed and socialized throughout the company. Process maturity is a combination of the following:

- Operating in a consistent manner for enough time to ensure the process works properly
- Integrating the process with the management tools

Because we have implemented all process workflow into our management tools, Schlumberger operational processes ensure that workflow is repeated with precision.

Workflow processes such as problem management, event management, change management and capacity management are integrated directly into the Global Ticketing System application. This has resulted in a completely standardized process for all users worldwide. Because we operate only one GTS platform, every GTS account uses the same workflow. Schlumberger recognizes the need for some flexibility to meet customer requirements and has identified key variables that are adjusted to meet specific service needs of different customers.

Within our industry, standard ISO 9002 benchmarked fault management processes are subcomponents (or child processes within the parent fault management process) for escalation and notification. All accounts have the capability to establish the frequency and details of customer contact for problem escalation and notification. For example, some customers request to be notified immediately if there is an emergency or high priority outage and every customer has a different list of who to notify. Schlumberger modifies the parameters to meet the specific needs of the customer.

Automation of processes through integration with our tools reduces human factors and ensures the highest level maturity. In addition to GTS, all of our systems management tools are "process smart" in the sense that our operational workflows are built in. When an alarm is generated, the fault management process automatically starts.

Describe the processing facility, or facilities, you plan to use for provision of services to the County and under what circumstances you would migrate the workload to another location.

Our approach to data center operations is based upon the Facilities Management scenario presented by the County. Schlumberger recommends that the workload be moved only in conjunction with a technology and applications update.

Schlumberger will provide a 24x7 operation (with after-hours technical support

handled via call-out) and improve current service levels by utilizing proven processing practices. The scope of control will include all entities in the operations area including mainframe, mid-range and distributed systems with MVS, UNIX, AIX, NT and Novell operating systems. Acquisition of new operational skill sets will be provided through Schlumberger's network of experienced IT professionals. A six-month transition will be required to provide a transparent environment for County users.

Provide configuration diagrams or a written description of the hardware intended for use in processing the County's workload (all platforms).

Schlumberger is proposing only the Facilities Management approach. We plan to utilize existing hardware and software that is already in place in support of an operate in-place strategy as referenced in Section 4.11.

Describe how any of the hardware resources, described above, might be shared with your other customers.

We do not plan to share these resources with any of our other customers. The equipment and services will continue to be dedicated to the County.

Detail any anticipated software changes or anticipated conversions to functionally equivalent packages.

Until due diligence is complete, recommendations for software and hardware upgrades cannot be addressed. This evaluation hinges upon a business plan technology review, similar to the one done by SCT/ACS dated March 31, 1995.

Software changes will be dictated by the County's business plan. Upon completion of the due diligence a full analysis will be performed on business processes and IT systems, and Schlumberger will make recommendations of any software changes and/or upgrades.

Describe how you will address and perform the various processing and support functions (operations, system software maintenance, routine hardware maintenance, hardware break/fix activities, etc).

Schlumberger will serve as a single point of contact between the Dallas County and vendors to provide software and hardware maintenance, support and remedial maintenance service.

When a problem is identified, a ticket will be created by the Schlumberger Service Desk. The ticket will then be escalated to the appropriate department or third party vendor (assuming hardware maintenance will be provided by the Dallas County's existing maintenance contract) and monitored until resolved. At the same time, Schlumberger will provide skilled on-site IT technicians to deal with routine support, software and hardware maintenance and service functions. This will be augmented by support from the SMC.

In the event that no maintenance contracts exist, Schlumberger and the County

will jointly determine the best way to meet service needs.

Additional details on processing and support are covered in sections 4.18.4, 4.18.9 and 4.18.14.

Describe the technical support available during normal working hours and how technical support will be handled for those County departments operating on a 7x24 schedule.

Schlumberger will provide on-site staff at designated locations. The number and ratio of staff positions will be defined in the due diligence process. This will vary based upon the number of users and devices supported and the specific systems and services on-site. We will staff each location to meet the service levels designated in the service contract. All staff will be trained on the procedures specific to the business needs of a given location.

Through our SMC, we will provide real-time 24x7 proactive monitoring and management of the County network. Schlumberger engineers at the SMC will be alerted when any monitored network device fails. Through a set of agreed upon procedures, SMC engineers will either resolve the problem or escalate it to the appropriate personnel. We will also manage the escalation and resolution of service issues requiring the involvement of third party technology/service partners, hardware and software vendors, PTTs/carriers and subcontractors.

At the data center, we anticipate utilizing a three-day workweek with 12-hour shifts to provide 7x24 coverage for computer operations. Technical support will work Monday through Friday from 8 a.m. to 5 p.m. and carry pagers to provide on-call after-hours support. Support staff will rotate after-hours coverage responsibilities.

Provide a description of your approach to performance tuning/capacity planning and forecasting, this is to include all in scope computing platforms.

Performance data will be gathered on a daily basis from all identified systems. This data will be processed and charted through our performance monitoring tools and graphed against current configurations. This process facilitates the analysis and reporting required for capacity planning, forecasting, capacity limitations and event planning. These reports will be delivered to the County as specified with the agreed SLAs.

Describe how you will provide backup and restore processing capabilities, if any, at the data center in the event of a routine (not a disaster-related) processor or server outage.

Routine data backups will be executed prior to and following batch schedules. Journaling or save while active will commence after the last batch backup is completed and run until the first backup is started in the batch cycle. In a restore scenario, the last full backup will be restored and then the journal or save while active backup media will be applied. This will bring the system to current data status. Another effective method is to activate the database "roll back" feature, which automatically refreshes the database to the time when theabend occurred.

Describe your approach and plan for Disaster Recovery.

Schlumberger recognizes that the services we plan to provide are important components of the County's success and that information is one of your most valuable assets. Consequently, our commitment to plans that reduce the likelihood of service interruption and allow for the effective resumption of critical business operations in a timely and effective manner after a disruption must be firmly established, continually updated and periodically demonstrated.

Media system/file backups with documentation and IT policy procedures should be stored off-site at a secured location with pickup and delivery on a daily basis. Schlumberger has assumed that the County will be responsible for all off-site storage and the associated daily pick-up and delivery services. Disaster recovery services must have access to this information if such an event occurs.

Schlumberger's approach and plan for disaster recovery is detailed in Section 4.18.7

Describe your plans for any hardware or software technology refreshment over the term of the agreement.

The need for hardware and software refreshment is determined by both the "re-engineering of the enterprise" and currency of hardware and software support rules. Schlumberger will, on a continuing basis, identify requirements for technology refresh throughout the environments and present recommendations to the County and Change Management Board. Upon submission, if requested, Schlumberger will prepare a formal requirement, scope of services, cost and timeline document for the execution of segmented technology refresh process.

Describe your plans for providing support to distributed and/or field locations. Include the approach for asset provisioning, installation and management; software release management, distribution, and license control; and remote site repair and maintenance.

All distributed and/or field location will have access to the Schlumberger Service Desk via a special toll-free telephone number. Once the Dallas County employee places a call to the Service Desk, our analysts will use the tools provided to fix the problem. If they are unable to correct the problem via the telephone, a second or third level support person will be dispatched to resolve the problem.

Routine network management will be handled remotely. On-site staff will be dispatched for on-site installation, repair and maintenance.

#### Asset Management

Schlumberger offers a scalable solution that tracks and manages enterprise assets throughout the entire asset lifecycle. This includes all managed infrastructure hardware and system software assets in the production environment. Schlumberger has a formal asset management tool (part of our Global Ticketing System) that will be used to track the following in-scope elements that are leased,

rented or owned by the County or provided by third party in a bundled arrangement:

- Hardware systems, hardware components and maintenance contracts for:
  - Servers
  - Shared storage systems, including disk arrays
  - Peripherals (shared printers, backup systems)
- System software licenses and maintenance contracts
- Network boxes/hubs/routers/switches
- Firewalls and gateways
- Third party contracts Schlumberger manages or owns

Schlumberger will provide proactive management and tracking of the County's technology-based assets throughout the entire lifecycle. This includes assets that are owned by Schlumberger and sold to the County on a utility or managed services basis. All cost information will be consolidated into a single, integrated view of the County's distributed computing environment, including maintenance contracts, asset depreciation, service and other data. The resulting information will enable us to:

- Secure volume discounts on purchases
- Effectively manage software licenses
- Monitor maintenance contracts
- Control assets for optimum utilization

Schlumberger uses powerful reporting tools such as NetIQ, Crystal Info and SMS. Through asset tracking, thorough reporting and accurate analysis these tools deliver the granularity needed to enhance decision-making.

We have the ability to dynamically track and manage configuration, ownership, user, location, changes, topology relationships and other critical asset information. Assets will be categorized by a variety of characteristics, including serial, part, model and version numbers. We can monitor an asset's current status as well as its complete deployment history.

Describe your plans for providing application systems development and maintenance to Dallas County, including the identification of methodologies and standards to be utilized.

A full system development lifecycle will be established with strict change control procedures. We will only work on approved projects from the IT Steering Committee. All project scopes will be fully documented by the user. Maintenance software support is designated as being less than eight hours. It will be prioritized according to importance.

Describe your methodology for determining whether to "make or buy" applications software. Include a discussion on your process for selection of third-party applications and platforms.

In selecting whether to make or buy software, there are several questions that need addressing:

- Is it a standard process (such as payroll, finance, purchasing, ERP, EDI, time keeping, etc.)?
- Is there a unique process that is needed to support the business?

The ratio of purchased versus developed applications is generally is an 85:15 split.

Most buy packages provide either “user exits” and/or “APIs” to modify the process outside of the base code. In all cases, modification of buy packages should be highly avoided because it will prevent routine upgrades to new software releases.

Describe your approach regarding third-party software. In particular, the implementation of upgrades and new versions from initial testing through production implementation.

Schlumberger utilizes the following approach related to third party software upgrades and new versions:

- A test system must be established and populated with existing production data and new program code. Execute change control.
- Test the system as it functions today for known results with user sign off. Execute change control.
- Test the system for new functionality with user sign off. Execute change control.
- Re-populate test system with production and “problematic data.” Execute change control.
- Retest normal functions and new functions with end user signoff. Execute change control.
- Stress test application with end user sign off. Execute change control.
- Establish and agree upon cutover date with end user sign off. Execute change control.
- Schedule with operations and IT services for cutover. Execute change control.
- At cutover, backup current system data and program code and freeze backup. Execute change control.
- Copy new program code to production system. Execute change control.
- Activate new system parameters. Execute change control.
- End user test of new system. Sign off. Execute change control.
- Backup entire data and new program code. Starter system. Execute change control.

Describe your approach for ensuring that all data interfaces and data interconnects continue to perform as designed.

Control points for data interfaces must be established to ensure that correct data migrates from one business system to another. This task needs to be performed/designed with input from the County's key system owners and IT to ensure the correct control model is implemented. Controls could include record counts, hash totals and/or dollar values.

For more details, see Section 4.18.9.

Describe your methodology for operational level recovery including automated tools (if any), and application level backup scenarios.

Routine data backups will be executed prior to and following batch schedules. Journaling or save while active will commence after the last batch backup is completed and run until the first backup is started in the next batch cycle. Another effective method is to activate the database "roll back" feature, which will automatically refresh the database to the time when the abend occurred.

Describe your plans for providing a comprehensive telecommunications solution for both Voice and Data, including your methodology for transition, migration and implementation.

As it relates to network management, Schlumberger is proposing an operate-in-place strategy for the existing LAN/WAN environment. During transition, Schlumberger will work with the County to define requirements for network evolution. Any redesign and network evolution will be handled on a project basis.

In addition, a migration plan for telecommunications – voice will be developed and provided after due diligence is completed. This plan will encompass recommendation to reduce overall cost, TCO and improve current services within the environment.

Provide specific details of how telecommunications connections and equipment will be provisioned and how network management will be provided. (Data only).

Schlumberger will coordinate and support all telecommunication needs and related hardware provisioning. Schlumberger will identify requirements for new data connections or upgrades throughout the environment on a continuing basis and present recommendations to the County and Change Management Board. Upon submission, if requested, Schlumberger will prepare a formal requirement, scope of services, cost and timeline document for the execution of the project.

Schlumberger will provide network monitoring and management services using its tools and engineering resources in the SMC and on-site resources. A T1 circuit between the Dallas County and the SMC will be installed for this purpose.

Additional details on telecommunication provisioning and network management are provided in Section 4.18.9 and Section 4.18.11.

Provide specific details of how telecommunications connections and equipment will be

provisioned and how telecommunications management will be provided. (Voice only).

We realize that network carriers need to be consolidated to streamline costs and simplify current configurations. We will work with County personnel to evaluate and choose a preferred vendor that most closely fits your voice network needs. As well as make on-going recommendation for the future state of the environment.

Provide specific details on your approach to providing support to end users via a Help Desk or similar concept. Include a description of the characteristics (technical and personal) of the individuals typically staffed on the Help Desk.

To ensure that Schlumberger retains the skill sets necessary to meet customer service requirements, Service Desk analysts are highly motivated and technically trained. Analysts are supported with online knowledge databases and customer information web servers to ensure users interact with personnel who have relevant support data ready at all times. This approach ensures that our customers receive consistent levels of help desk service and support.

Provide specific details regarding your approach to problem management and help desk services, including how the Vendor and County would interface during problem resolution. Describe the tools and automation utilized to support this function. Note any restrictions regarding the County's use of and access to these systems.

Schlumberger's GTS provides a coordinated means to identify, record and track work being performed. By leveraging the GTS, the on-site technicians have a resource for accessing historical problems and resolution tracking on systems within the environment. With this information, technicians identify trends and repetitive problems that will point to the root cause. This allows technicians to fix the core source of problems and proactively prevent similar problems.

Built on the industry standard for workflow and action request tracking systems, Schlumberger's GTS incorporates thousands of man-hours of integration and customization to optimize performance. The County will be able to leverage Schlumberger's experience to achieve a level of support that would not cost effective for a single entity to implement.

Schlumberger often works in partnership with other service providers to meet a broad range of customer needs. In such cases, the customer or service provider is provided with a GTS client package that enables the ticket to be escalated for closure. When the work is complete, the customer or service provider closes the ticket in the GTS database and all service metrics are retained for later reporting. This provides a fully integrated environment across service provider boundaries and creates a true single point of contact.

The only restriction to the County would be licenses purchased for the Schlumberger GTS system.

Provide specific details regarding your change management methodologies and procedures. Describe the tools and automation utilized to support this function. Note any restrictions regarding the County's use of and access to these systems.

Change management, as it relates to information technology, is defined as the process by which a change in the IT environment is:

- Evaluated for necessity and impact
- Documented for process and scheduling
- Thoroughly communicated
- Executed with formal testing and acceptance

The purpose behind change management is to ensure the highest level of quality when making implementations within the IT environment.

Schlumberger will establish procedures to manage changes to the servers, the network and County-specific requests made during the course of normal operations. Schlumberger reserves the right to establish scheduled maintenance windows in order to upgrade and enhance the network. These windows will take place according to established times and Schlumberger will work to accommodate the County as often as possible.

Specifically address your approach for security, both data and physical.

We believe the security of information assets requires the most comprehensive planning and execution available. Schlumberger will provide a single point of contact via our Service Desk to manage user access to the network. This will help to ensure the integrity of the network and to monitor applications accessed by the County user community.

Schlumberger will manage and administer access to all systems that we operate and/or maintain as specified in the County's RFP. We will grant access to entities (such as customers, affiliates, vendors, contractors and resellers) and personnel according to County instructions. We will adhere to your security policies. We will develop procedures reflecting the County's instructions regarding such access for your review and approval. In addition, Schlumberger will perform the following functions:

- Review all documented information security procedures and adhere to County data security policies
- Develop, propose and introduce mutually agreed upon improvements in the County's information asset protection policies and programs
- Communicate security policies and standards to all Schlumberger staff involved in the County's network support lifecycle to ensure a common understanding
- When provided with the proper process input (such as completed forms and approvals), respond to requests in timeframes listed in the service level agreement
- Ensure that access to all County LAN, WAN, desktop and network systems requires current user login IDs and secure passwords that are issued, maintained and routinely changed in accordance with agreed upon security policies
- Ensure that user access corresponds with authorization levels on all

County desktops, LAN and WAN

- Review and respond to any detected and/or suspected security violation, which involves investigating systems security incidents and remediating and reporting such violations to the County
- Providing physical access to server rooms, our SMC and Dallas County networking facilities

#### Value Added Services

If requested, Schlumberger will participate in the definition, management and implementation of an overall security policy for the County. Although this is not addressed in the RFP, Schlumberger has significant experience in IT security.

For this proposal, we will provide staffing to support the existing PIX firewall for Internet connectivity. Proposed staffing will also be available for security incident response. The County will benefit from our security offerings with respect to defining and implementing third party connectivity requirements.

Describe your approach to initial and on-going training.

Initial training will be targeted at familiarizing County employees with the new environment and tools. For on-going training, depending upon the complexity of the material we have to teach, we will use a variety of tools. This includes a web-based self-training portal for desktop support, e-learning and distance learning classes and instructor-led teaching for more complex materials. Instructor-led training is expected to be the primary way of teaching.

Detail your approach for supporting Data Services business planning, strategy, and governance to ensure that the County's data processing needs are being met now and in the future.

Schlumberger will play an essential role in creating optimal IT recommendations and solutions. We recognize the importance of participating in the County's planning and management meetings to understand your strategies and directions. As a result, our service efforts will be focused toward your success and we will be better able to identify new technology and service options that may be appropriate as we go forward. IT needs to be an integral part in the Dallas County business plan and as such there must be an understanding of where IT needs to map its services to the business needs and objectives. We can also provide the necessary technical consultation and support to facilitate your business planning efforts allowing for this to be a "collaboration" entity between the Dallas County and Schlumberger in efforts to identify projects, optimize operations as well as explore avenues cost reduction through quality initiatives.

#### Defining the Technical Vision

When making technology recommendations, Schlumberger assesses the business drivers, products reviewed, decision matrix, testing procedures, decision analysis and business case. We will develop and present a yearly technology assessment

tailored to the County's business needs. Standards will be set for approved products, configurations, procedures, naming conventions, etc. In-depth discussion of the broad implications of specific technologies of interest to the County's business will be issued in white papers. Depending upon the maturity of new technologies, Schlumberger will recommend the appropriate timing for implementation of industry standards, products and proprietary technologies required to satisfy the County's business needs.

#### Producing the Plan to Take Dallas County There

Schlumberger will produce a plan and provide the critical project management expertise, methodology and technical resource to meet the stated objectives. Schlumberger will participate with the County as a partner in developing requirements definitions, particularly those regarding the products and solutions targeted for implementation in our shared service environment. This can be accomplished by leveraging proven solutions and applying them in the County's environment.

When necessary, Schlumberger will evaluate specific products and technologies to determine if they meet the County's business needs. We will take into account the desired results and compatibility to determine whether the price/performance ratio justifies the upgrade/installation. Schlumberger will assist in assessing the impact of the new deployment and subsequently develop a business case for implementation.

Schlumberger's service offerings and consulting skills focus on network engineering, design, security and ongoing service and support. In order to fully realize the operational benefits of a technology, the County may require specific application and business process resources in addition to Schlumberger's services. With our local and global vendor and supplier connections, we can leverage alliances to engage industry experts.

Schlumberger will assist in compiling an approved product list, which will include suppliers, configurations, prices and other options. A technical workshop can then be conducted with County executives and advisors to:

- Confirm the baseline technology that is currently employed
- Establish objective metrics to assess technology advancement
- Discuss important options with all concerned parties

Schlumberger will focus its consulting resources on gathering the most recent technical trends in order to evaluate them for application in the County's environment. We will provide generic approaches to business case justification and contribute to County-specific business case development by analyzing costs and benefits and business drivers for change.

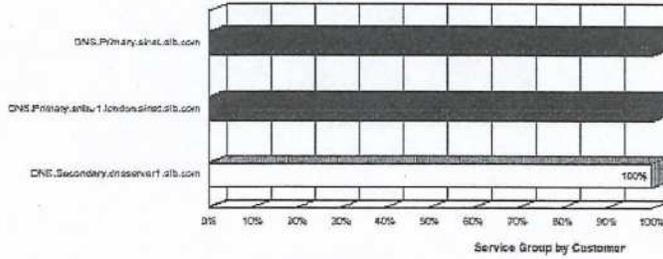
Addendum – Sample Reports



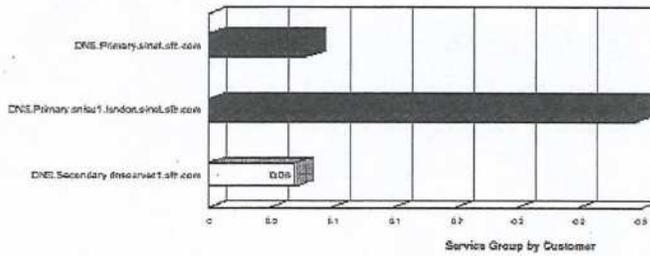
This report was prepared on 4/18/01, 9:58:41AM

DNS Service Levels for 2/1/01 12:05:00AM - 2/28/01 11:55:00PM

DNS Availability



DNS Response Time

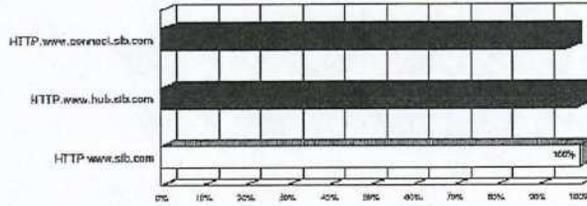


# Schlumberger NETWORK Solutions

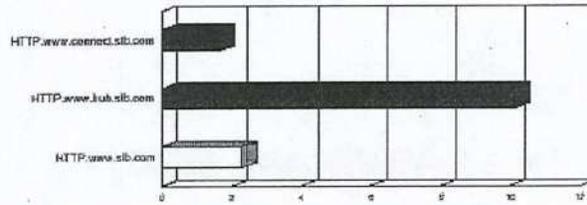
HTTP Report

HTTP Service Levels for 4/8/01 12:00:00AM - 4/14/01 11:55:00PM

### HTTP Availability

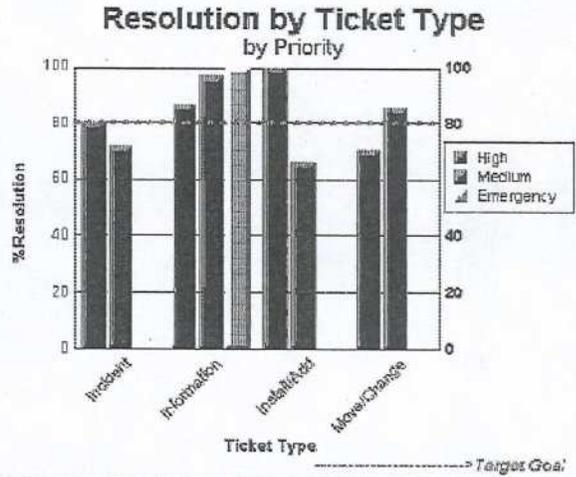
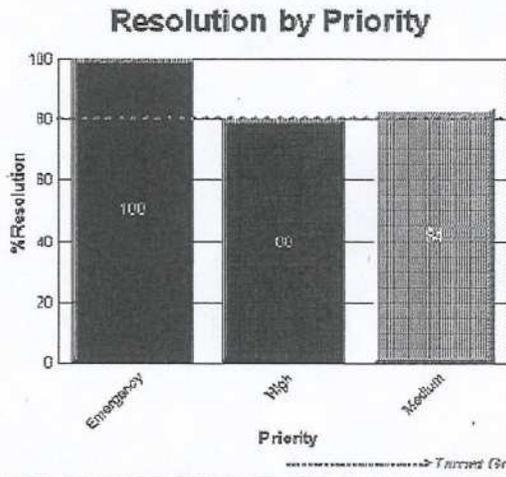


### HTTP Response Time



**Call Resolution**  
By Priority, by Problem Type

March 2001



	# of Submitted Tickets by Source				Total % Escalated	Resolvable by ServiceDesk	# of Tickets Resolved	% Ticket Resolution
	Phone	Email	Web Based	All				
<b>Emergency Priority Totals:</b>	1	0	0	1	0.00%	1	1	100.00%
<b>High Priority Totals:</b>	51	15	3	70	12.86%	50	40	80.00%
<b>Medium Priority Totals:</b>	3,748	1,300	120	5,168	1.78%	3,639	2,968	83.87%
<b>Grand Total:</b>	3,800	1,315	123	5,239	1.93%	3,590	3,009	83.82%

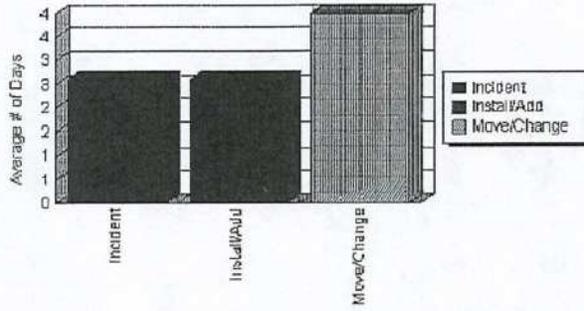
### Daily Open Ticket Report

Open Tickets by Priority, by Group

Open Tickets through: Monday, April 16, 2001

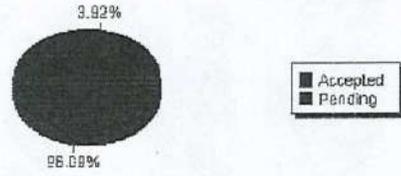
#### Average # of Days Open

by Problem Type, by Priority



#### Daily Open Tickets

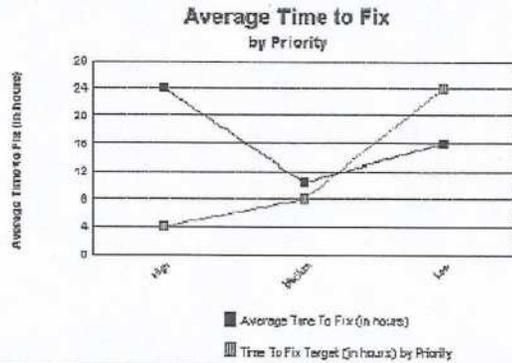
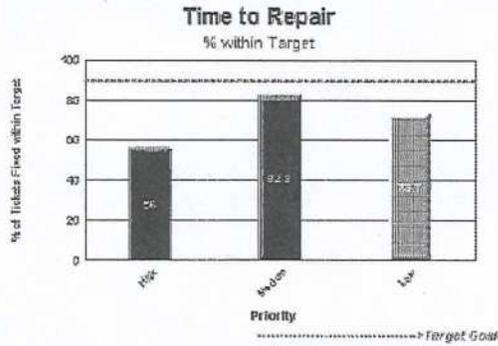
by Ticket Status



# Average Time to Repair

Problem Type, Incident

March 2001

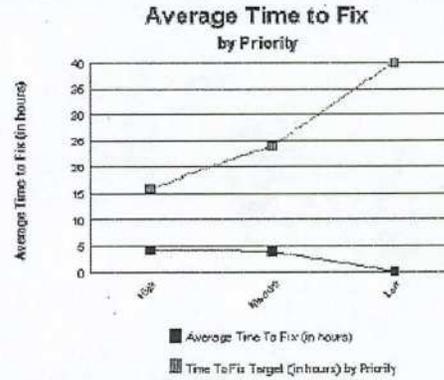
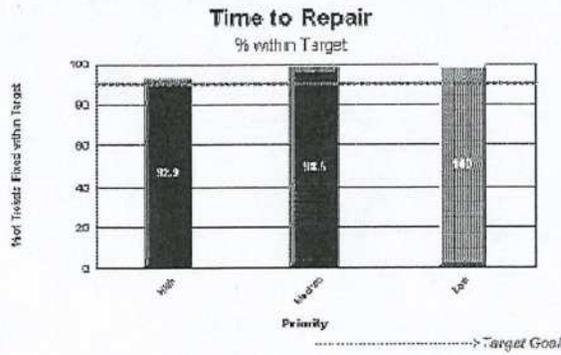


	# of Fixed Tickets	% of Escalated Tickets			Total % Escalated	Average Time to Fix (in hours)	% Fixed Within Target
		1	2	3			
<b>High Priority Totals:</b>	50	33%	40%	47%	30.00%	24.14	56.00%
<b>Medium Priority Totals:</b>	1,725	39%	11%	50%	4.05%	10.44	82.26%
<b>Low Priority Totals:</b>	19	0%	0%	100%	5.26%	15.94	73.68%

# Average Time to Resolve

Problem Type, Install/Add

March 2001



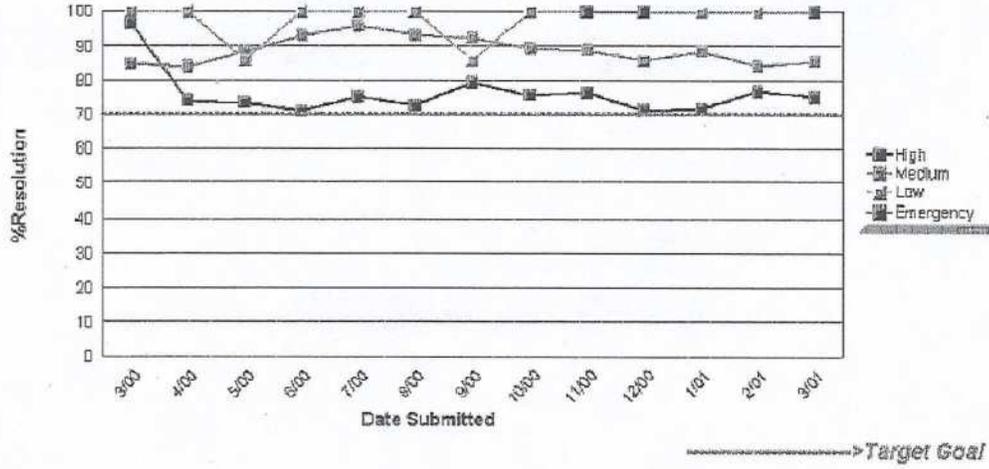
	# of Fixed Tickets	% of Escalated Tickets			Total % Escalated	Average Time to Fix (in hours)	% Fixed Within Target
		1	2	3			
<b>High Priority Totals:</b>	14	100%	0%	0%	7.14%	4.49	92.86%
<b>Medium Priority Totals:</b>	715	50%	10%	10%	1.40%	3.93	95.46%
<b>Low Priority Totals:</b>	1	0%	0%	0%	0.00%	0.17	100.00%

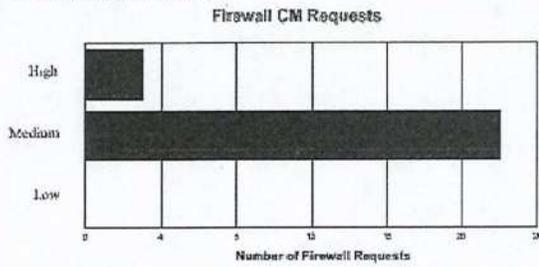
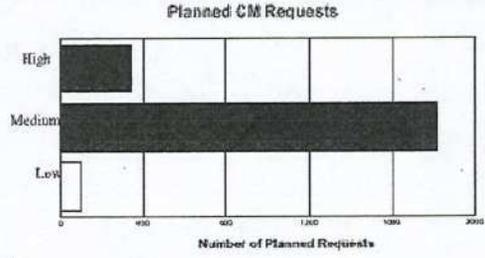
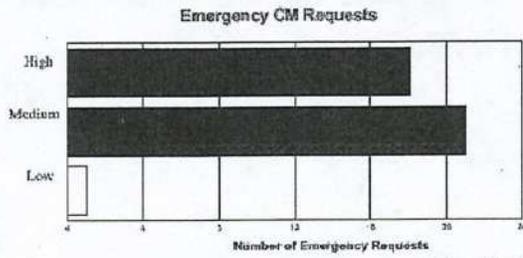
### Call Resolution Trend Analysis

By Priority, by Problem Type

March 2000 thru March 2001

#### Resolution by Priority





Traffic Lights

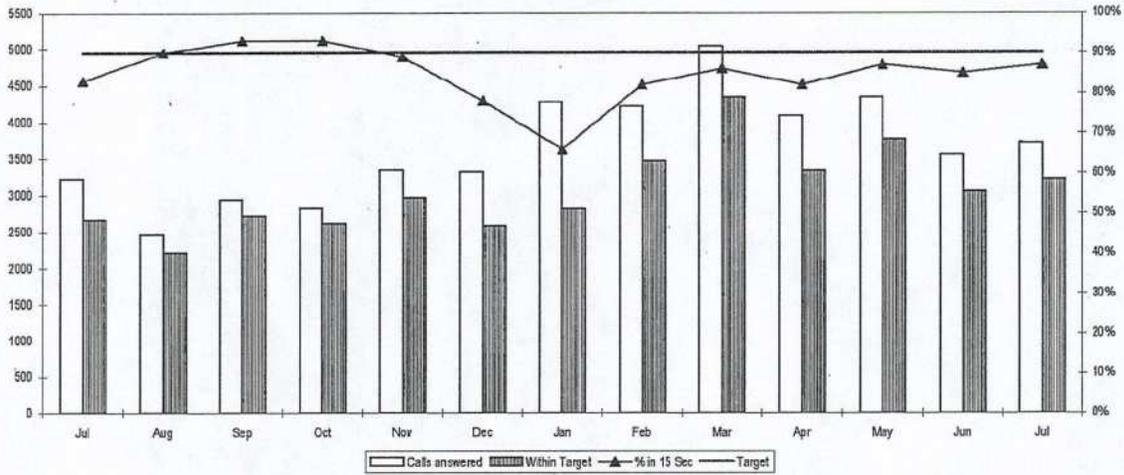
Operational Performance					
Service	Description of metric	Target	Achieved August	Achieved July	Achieved June
Call Reception Desk	Number of calls answered within target	90%	95%	94%	89%
	Number of calls resolved without assignment/referral	60%	72%	65%	
Incidents	Priority 1 Time to fix - within SLA Target	95%	94%	95%	98%
	Priority 2 Time to fix - within SLA Target				95%
	Priority 3 Time to fix - within SLA Target	95%	93%	94%	95%
	Priority 4 Time to fix - within SLA Target		96%	94%	96%
	Priority 5 Time to fix - within SLA Target				
Changes	Actioned within SLA Target	98%	98%		
Work Orders	Actioned within SLA Target	98%	99%	98%	97%

This report should be a summary of all SLAs that are relevant to the customer (i.e. high level summary of the service pack).

### Call Volumes

Call Volumes and Percentage achieved by Month - rolling 13 month period

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Jul
Calls answered	3230	2490	2939	2827	3344	3311	4272	4223	5043	4091	4339	3558	3713	3713
Within Target	2665	2218	2721	2616	2965	2581	2822	3469	4343	3340	3771	3042	3218	3218
% In 15 Sec	83%	90%	93%	93%	89%	78%	66%	82%	80%	82%	87%	85%	87%	87%



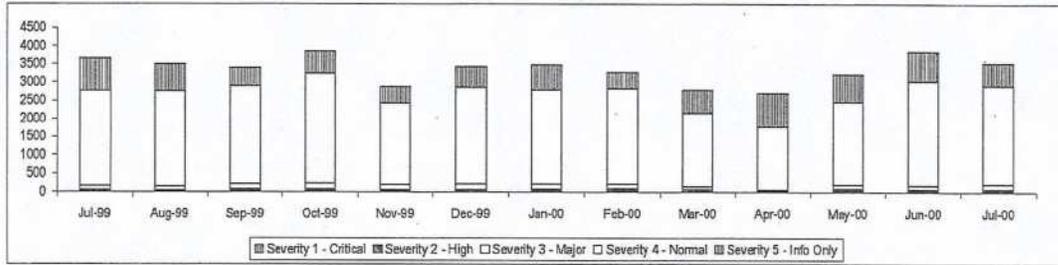
**Incident Volumes**

The data for the following tables and graphs is obtained from Vantive Reporting Database searches.

**Incident Volumes by Severity**

Incidents Created in Month - rolling 13 month period

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Severity 1 - Critical	1	2	3	0	2	1	1	4	0	1	5	2	1
Severity 2 - High	56	46	63	66	52	49	57	84	80	25	79	67	72
Severity 3 - Major	107	101	149	173	155	175	155	131	75	25	113	127	145
Severity 4 - Normal	2607	2601	2683	3020	2216	2643	2580	2618	2000	1718	2252	2822	2693
Severity 5 - Info Only	895	752	511	594	450	558	686	448	641	930	785	836	623
<b>Total</b>	<b>3666</b>	<b>3502</b>	<b>3408</b>	<b>3852</b>	<b>2875</b>	<b>3426</b>	<b>3489</b>	<b>3285</b>	<b>2796</b>	<b>2698</b>	<b>2224</b>	<b>3854</b>	<b>3524</b>



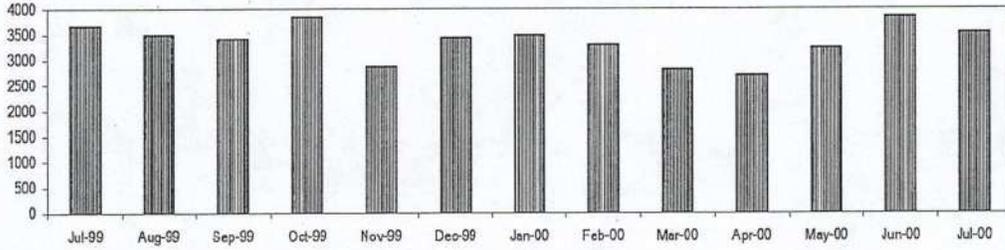
**Work Orders**

The data for the following tables and graphs is obtained from Vantive Reporting Database searches.

**Work Orders Volumes by Severity**

Work Orders Created in Month

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Number created	3666	3502	3409	3853	2875	3426	3489	3285	2796	2699	3234	3854	3534



**Work Orders Resolved in Target**

Work Orders Closed in Month

		Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
	No. Closed	3725	3412	3451	3891	2812	3501	3499	3278	2781	2712	3231	3849	3578
Target 100%	No in Target	3666	3402	3409	3853	2808	3426	3489	3275	2760	2699	3230	3845	3534
	% Closed in Target	98.42%	99.71%	98.78%	100.00%	99.86%	97.88%	99.71%	99.91%	100.00%	99.52%	99.97%	99.90%	98.77%

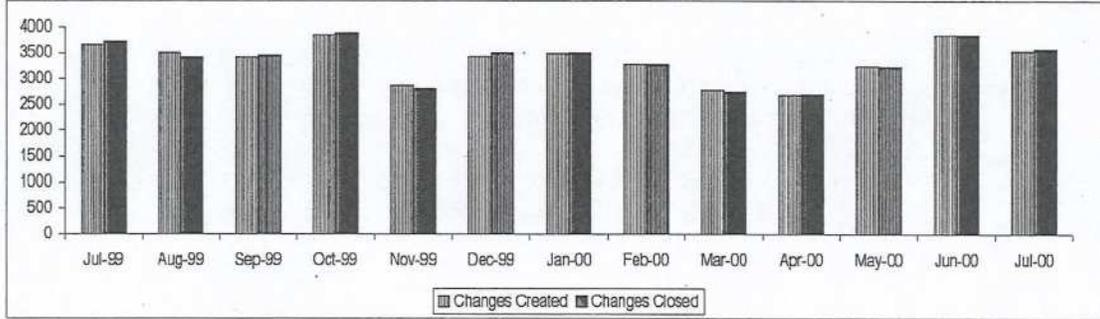
**Changes**

The data for the following tables and graphs is obtained from Vantive Reporting Database searches.

**Changes Volume Analysis**

Change volumes snapshot - 13 month rolling period

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Changes B/F	145	86	176	134	96	159	84	74	81	116	103	106	111
Changes Created	3666	3502	3409	3853	2875	3426	3489	3285	2796	2699	3234	3854	3534
Total	3811	3588	3585	3987	2971	3585	3573	3359	2877	2815	3337	3960	3645
Changes Closed	3725	3412	3451	3891	2812	3501	3499	3278	2761	2712	3231	3849	3578
Changes C/F	86	176	134	96	159	84	74	81	116	103	106	111	67



## Section 5 – Pricing

### 5.1 Pricing Overview

- A. All pricing must be inclusive of the service levels described in this RFP.

Schlumberger has responded with all-inclusive pricing for each of the three desired service levels as specified. In addition, we have proposed a fourth service level, which we believe to be the most cost effective solution while still specifically addressing Dallas County's business model. Service Level 4 has also been provided as all-inclusive from the standpoint of pricing. Specific service level details and assumptions may be found in their respective sections contained herein.

- B. Describe any adjustments, such as inflation, that could occur during the term of the agreement.

Schlumberger has factored such variables as a reasonable rate of inflation into all of its provided pricing structures included herein. We used an annually amortized metric of a 5% increase to account for cost of money and inflation as an averaging basis for term of contract. Due to the possibility of unforeseeable circumstances, Schlumberger reserves the right to change this rate of increase respective to national annual averages rates of inflation and associated finance.

- C. Describe your approach for adding incremental hardware and other assets over the life of the agreement.

Schlumberger's pricing for personal computers is based on the inventory discovered during due diligence. The assumptions made for the pricing model are based on inventory numbers released by Dallas County. Any additions/deletions relating to these numbers will be reviewed on a monthly basis with pricing changes made once a difference of 4% is discovered.

- D. Describe your process and approach to pricing the increase and decrease of human resources that may be utilized beyond those included in the base pricing.

Schlumberger uses a change management process to formally approach any necessary additions, changes or amendments to services that alter contract terms, conditions or price. Prior to a change being implemented, a formal change control document is to be created by the requesting entity and provided to the Change Management Board for review and approval.

Commensurate with this process, the scaling of the human resources is applicable under this contract. However, cost associated with those activities may be assessed. Where possible, price lists for full-time equivalents (FTEs) has been provided; however, staffing level variations are tied to the SLA-based services to be provided. Upon completion of due diligence and contract negotiations, timetables and resource requirements will be provided respective to the selected

service levels to be implemented.

- E. Appendix 13 is a spreadsheet depicting the requested pricing format for both scenarios (Facilities Management and Remote Computing). The Bidder is to summarize the pricing based on that format. One Time Charges should be represented separately in the column provided and not included in any annual totals. The Bidder is responsible for ensuring and protecting the accuracy of the pricing tables. The spreadsheet is provided as a convenience and a sample only.

Agreed.

- F. Pricing details (price build-ups, unit pricing, pricing mechanisms, etc.) and assumptions should be included in Attachment A to your proposal. Attachment A should fully substantiate the pricing summary tables requested.

Agreed.

- G. The Bidder must include for Transition services a schedule depicting the timing and type of charges to be incurred by the County during transition. Be sure to note pass-through expenses, if any.

Agreed.

- H. Billing data must be made available to the County for analysis and internal cost distribution. Such data is to be available in electronic computer readable media and/or via download to personal computers and should be in final computed form to match the paper bills received by Dallas County. A sample invoice, representative of the monthly bill that the County would receive should be included in the proposal.

Agreed. A sample invoice provided in the addendum to this section.

## 5.2 Unit Charges for Resources Consumed

Any resources required outside of the scope of this proposal will be contracted to Dallas County on a time and materials basis. Professional fees for all services are fixed at a blended rate of \$150 per hour per resource and will be subject to the appropriate change management processes and procedures prior to engaging with the County. Travel and expense charges are not included in the blended rate.

## 5.3 Alternative Pricing

Schlumberger recognizes that the County is positioning for a future state environment in an effort to increase productivity and efficiency while recognizing a cost reduction for services. With careful consideration, we have included this alternative pricing structure with associated service levels specifically to address those needs. Based on our experience, it is necessary to make broad key assumptions to support our standard pricing models. Factoring

industry best practices, known variables within the environment, core business knowledge, and the SLAs requested by the county represented in service levels 1, 2 and 3, Schlumberger has created an alternative service level with mapping to typical key assumptions we have found in similar environments allowing for both efficient and cost effective pricing. This service option, represented as Service Level 4 has been created in efforts to best address Dallas County's current and ongoing needs specific to their defined environment.

Upon completion of a formal due diligence process, Schlumberger plans to re-address all service level options, associated pricing and availability to further enhance the County business plan through cost reduction over the life of the contract. For example, if the county executes its key assumption of a full desktop technology refresh in 2004, desktop and associated service costs from Schlumberger may be significantly reduced. However, we can not cost such an event until we know all of the details of the intended migration/upgrade. Presumably, in addition to direct cost reduction, a more remote support approach may be adopted.

Please understand that, in a project of this size and nature, accurate costing is always a challenge prior to due diligence. Accordingly, Schlumberger proposes a formal review of all pricing upon completion of due diligence as we are confident, as a valued partner, additional cost savings and enhanced service levels may be realized.

## Service Level 4 – Facilities Management Pricing

Service Description	Pricing Metric	Unit Price	One Time Charges	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Number of Employees factored for "per unit" price	5,400	\$162.07							
Account/Relationship Management	Direct			\$223,931	\$234,359	\$245,308	\$256,804	\$265,857	\$1,226,259
Management & Business Support	Direct			\$196,000	\$205,031	\$214,514	\$224,470	\$232,311	\$1,072,326
Transition Services	Direct		\$1,489,709						
Data Center Operations	Direct			\$1,507,535	\$1,580,225	\$1,656,549	\$1,736,689	\$1,820,837	\$8,301,835
Help Desk	Direct			\$610,241	\$631,841	\$654,521	\$678,335	\$703,340	\$3,278,280
Database Support & Management	Direct			\$266,759	\$280,069	\$294,045	\$308,719	\$324,128	\$1,473,720
Disaster Recovery	Direct			\$206,897	\$206,897	\$206,897	\$206,897	\$206,897	\$1,034,483
Application Development & Maintenance	Direct			\$1,452,966	\$1,525,448	\$1,601,555	\$1,681,467	\$1,765,375	\$8,026,812
Network Services (LAN/WAN)	Direct			\$392,839	\$410,528	\$429,102	\$448,605	\$463,964	\$2,145,038
Telecommunications (Voice [Local and Long Distance]/ PBX)	Direct			\$1,680,000	\$1,764,000	\$1,852,200	\$1,944,810	\$2,042,051	\$9,283,061
Telecommunications (Data)	Direct			\$480,216	\$504,000	\$529,200	\$555,660	\$583,443	\$2,852,519
Training	Direct			\$193,103	\$202,759	\$212,897	\$223,541	\$234,718	\$1,067,018
Consulting Services to User Departments	Project			\$-	\$-	\$-	\$-	\$-	\$-
Personal Computer Support & Maintenance	Direct			\$2,382,229	\$2,483,712	\$2,590,269	\$2,702,153	\$2,790,263	\$12,948,625
Due Diligence	Direct		\$294,234						
<b>Total</b>			<b>\$1,783,944</b>	<b>\$9,592,715</b>	<b>\$10,028,868</b>	<b>\$10,487,056</b>	<b>\$10,968,152</b>	<b>\$11,433,183</b>	<b>\$52,509,975</b>

## 5.4 Required Pricing Models

### Service Level 1 – Facilities Management Pricing

Service Description	Pricing Metric	Unit Price	One Time Charges	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Number of Employees factored for "per unit" price	5,400	\$218.96							
Account/Relationship Management	Direct			\$212,643	\$222,479	\$232,806	\$243,650	\$252,169	\$1,163,767
Management & Business Support	Direct			\$203,000	\$212,354	\$222,175	\$232,487	\$240,608	\$1,110,624
Transition Services	Direct		\$1,447,985						
Data Center Operations	Direct			\$1,703,279	\$1,753,575	\$1,819,069	\$1,887,182	\$1,958,020	\$9,121,124
Help Desk	Direct			\$1,782,799	\$1,852,446	\$1,925,575	\$2,002,361	\$2,082,986	\$9,646,168
Database Support & Management	Direct			\$298,397	\$306,143	\$317,479	\$327,956	\$339,520	\$1,589,494
Disaster Recovery	Direct			\$214,286	\$214,286	\$214,286	\$214,286	\$214,286	\$1,071,429
Application Development & Maintenance	Direct			\$1,616,530	\$1,672,720	\$1,736,496	\$1,802,690	\$1,871,600	\$8,700,036
Network Services (LAN/WAN)	Direct			\$833,366	\$870,973	\$910,460	\$951,922	\$984,573	\$4,551,295
Telecommunications (Voice [Local and Long Distance]/ PBX)	Direct			\$1,680,000	\$1,764,000	\$1,852,200	\$1,944,810	\$2,042,051	\$9,283,061
Telecommunications (Data)	Direct			\$480,432	\$504,000	\$529,200	\$555,660	\$583,443	\$2,652,735
Training	Direct			\$200,000	\$210,000	\$220,500	\$231,525	\$243,101	\$1,105,126
Consulting Services to User Departments	Project			\$-	\$-	\$-	\$-	\$-	\$-
Personal Computer Support & Maintenance	Direct			\$3,828,129	\$4,005,075	\$4,190,869	\$4,385,952	\$4,539,580	\$20,949,605
Due Diligence			\$304,743						
<b>Total</b>			<b>\$1,752,727</b>	<b>\$13,052,860</b>	<b>\$13,588,049</b>	<b>\$14,171,114</b>	<b>\$14,780,481</b>	<b>\$15,351,958</b>	<b>\$70,944,463</b>

## Service Level 2 – Facilities Management Pricing

Service Description	Pricing Metric	Unit Price	One Time Charges	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Number of Employees factored for "per unit" price	5,400	\$201.04							
Account/Relationship Management	Direct			\$212,643	\$222,479	\$232,806	\$243,650	\$252,189	\$1,163,767
Management & Business Support	Direct			\$203,000	\$212,354	\$222,175	\$232,487	\$240,808	\$1,110,624
Transition Services	Direct		\$1,420,470						
Data Center Operations	Direct			\$1,612,043	\$1,668,448	\$1,730,823	\$1,795,693	\$1,863,158	\$8,670,165
Help Desk	Direct			\$1,450,406	\$1,510,972	\$1,574,566	\$1,641,340	\$1,711,452	\$7,888,735
Database Support & Management	Direct			\$282,514	\$291,591	\$301,776	\$312,366	\$323,379	\$1,511,526
Disaster Recovery	Direct			\$214,286	\$214,286	\$214,286	\$214,286	\$214,286	\$1,071,429
Application Development & Maintenance	Direct			\$1,536,314	\$1,593,230	\$1,653,969	\$1,717,011	\$1,782,640	\$8,283,164
Network Services (LAN/WAN)	Direct			\$698,843	\$730,182	\$763,088	\$797,640	\$824,849	\$3,814,603
Telecommunications (Voice [Local and Long Distance]/ PBX)	Direct			\$1,680,000	\$1,764,000	\$1,852,200	\$1,944,810	\$2,042,051	\$9,283,061
Telecommunications (Data)	Direct			\$480,216	\$504,000	\$529,200	\$555,680	\$583,443	\$2,652,519
Training	Direct			\$200,000	\$210,000	\$220,500	\$231,525	\$243,101	\$1,105,128
Consulting Services to User Departments	Project			\$-	\$-	\$-	\$-	\$-	\$-
Personal Computer Support & Maintenance	Direct			\$3,394,800	\$3,551,979	\$3,717,016	\$3,890,305	\$4,026,771	\$18,560,871
Due Diligence	Direct		\$304,743						
<b>Total</b>			<b>\$1,725,213</b>	<b>\$11,965,066</b>	<b>\$12,473,620</b>	<b>\$13,012,405</b>	<b>\$13,576,773</b>	<b>\$14,107,926</b>	<b>\$65,135,589</b>

## Service Level 3 – Facilities Management Pricing

Service Description	Pricing Metric	Unit Price	One Time Charges	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Number of Employees factored for "per unit" price	5,400	\$182.92							
Account/Relationship Management	Direct			\$212,643	\$222,479	\$232,806	\$243,650	\$252,189	\$1,163,767
Management & Business Support	Direct			\$203,000	\$212,354	\$222,175	\$232,487	\$240,608	\$1,110,624
Transition Services	Direct		\$1,375,199						
Data Center Operations	Direct			\$1,572,966	\$1,648,251	\$1,727,301	\$1,810,304	\$1,897,456	\$8,656,278
Help Desk	Direct			\$1,212,021	\$1,262,365	\$1,315,226	\$1,370,731	\$1,429,010	\$6,589,353
Database Support & Management	Direct			\$276,286	\$290,071	\$304,546	\$319,745	\$335,704	\$1,526,353
Disaster Recovery	Direct			\$214,286	\$214,286	\$214,286	\$214,286	\$214,286	\$1,071,429
Application Development & Maintenance	Direct			\$1,504,857	\$1,579,929	\$1,658,754	\$1,741,520	\$1,828,424	\$8,313,483
Network Services (LAN/WAN)	Direct			\$536,963	\$561,552	\$587,371	\$614,481	\$635,829	\$2,936,196
Telecommunications (Voice [Local and Long Distance]/ PBX)	Direct			\$1,680,000	\$1,764,000	\$1,852,200	\$1,944,810	\$2,042,051	\$9,283,061
Telecommunications (Data)	Direct			\$480,216	\$504,216	\$529,416	\$555,876	\$583,659	\$2,653,383
Training	Direct			\$200,000	\$210,000	\$220,500	\$231,525	\$243,101	\$1,105,126
Consulting Services to User Departments	Project			\$-	\$-	\$-	\$-	\$-	\$-
Personal Computer Support & Maintenance	Direct			\$2,714,186	\$2,840,025	\$2,972,156	\$3,110,894	\$3,220,150	\$14,857,411
Due Diligence	Direct		\$304,743						
<b>Total</b>			<b>\$1,679,942</b>	<b>\$10,807,422</b>	<b>\$11,309,527</b>	<b>\$11,836,737</b>	<b>\$12,390,308</b>	<b>\$12,922,469</b>	<b>\$59,266,463</b>

## 5.5 Key Assumptions

Schlumberger's proposal and associated pricing is based upon the following County key assumptions and associated Schlumberger key assumptions, which are provided in Attachment A.

- The County will retain financial responsibility and ownership of all application software licenses and modifications and personal computing licenses.
- The County is exempt from all sales taxes and will provide the necessary certificates.
- Mainframe and server systems software should be provided in the most cost advantageous approach.
- All hardware is owned by the County and is available for purchase at fair market value, except the mainframe (9672-RB5), which is leased, but is also available for use and or transfer.
- Hardware and software maintenance contracts are paid for directly by the County and could be made available for transfer, if permitted by the third party contract owner. Any fees associated for such third party contract transfers should be estimated by the Bidders and clearly identified in the proposal.
- The mainframe is fully utilized and will be over the next three to five years.
- Many servers/mid-ranges are currently dedicated devices, but do not need to be, provided there is a technically functional equivalent and a financial incentive to consolidate.
- The network connections, including the hubs, routers, switches and cabling are paid for directly by the County, but do not need to be if there is some financial benefit to do otherwise.
- The cost for telecommunication voice and data circuits will be divided as shown in Appendix 13, the Pricing Matrix.
- Direct calls, voice mail and email to the Help Desk average 6,250 per month.
- Desktop installations, moves, adds and changes average 40 per month.
- IT purchase requisitions averaged 815 per month for FY2001. Voice equipment moves, adds and changes averages 100 per month.
- Applications Development and Maintenance
  - Average 25 major projects per year;
  - Average 27 problems per month;
  - Average 30 change requests per month;
  - 120 estimated man-months of applications development per year.
- On average, 18 training classes per month lasting eight to 16 hours each.
- Financial penalties for missed service levels could range from 5% to 15%, in the aggregate, of the monthly invoice depending on which service level(s) was impacted.

- In fiscal year 2004, the County is contemplating upgrading its entire fleet of County owned personal computers to Windows XP and Microsoft Office XP And switching from Novell Groupwise to Microsoft Exchange or Microsoft's equivalent .net product.
- Print Services do not include the printing of payroll or other checks.

## Addendum – Sample Invoice

## Attachment A – Pricing Details, Assumptions & Other Information

### Account Management

#### Service Level 1

Service	Service Levels
Status Reporting	Provide to County within 5 business days after appropriate month end
Quality Reviews	Provide to County within 10 business days after appropriate month end
Project Progress Report	Provide to County within 5 business days after appropriate end date
Annual Business Plan	Provide to County within 15 business days after year end

#### Service Level 2

Service	Service Levels
Status Reporting	Provide to County within 7 business days after appropriate month end
Quality Reviews	Provide to County within 20 business days after appropriate month end
Project Progress Report	Provide to County within 10 business days after appropriate end date
Annual Business Plan	Provide to County within 30 business days after year end

#### Service Level 3

Service	Service Levels
Status Reporting	Provide to County within 15 business days after appropriate month end
Quality Reviews	Provide to County within 30 business days after appropriate month end
Project Progress Report	Provide to County within 15 business days after appropriate end date
Annual Business Plan	Provide to County within 45 business days after year end

#### Service Level 4

Service	Service Levels
Status Reporting	Provide to County within 5 business days after appropriate month end
Quality Reviews	Provide to County within 10 business days after appropriate month end
Project Progress Report	Provide to County within 5 business days after appropriate end date
Annual Business Plan	Provide to County within 15 business days after year end

### Business Management & Support

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- Pricing does not include physical network technology improvement.
- Pricing for asset management and remote control tools will be confirmed during due diligence. Schlumberger will need to determine how many devices can be managed remotely. Licensing for management tools is not included, as the number of managed devices will affect pricing.
- Contract terms with SLAs must be negotiated with third party vendors.

### Service Level 1

Service	Service Levels
Service Delivery improvements	Provide 5 new recommendations to the County within 15 business days after quarter end
Strategic Plan	Provide to the County within 10 business days after appropriate quarter end
Project Status Report	Provide to the County within 5 business days after month end
Third Party Vendor Management	100% of all licenses and agreements maintained as scheduled
Policies & Procedures Enhance and Update	Provide to the County within 5 business days after appropriate quarter end

### Service Level 2

Service	Service Levels
Service Delivery improvements	Provide 3 new recommendations to the County within 15 business days after quarter end
Strategic Plan	Provide to the County within 15 business days after appropriate quarter end
Project Status Report	Provide to the County within 7 business days after month end
Third Party Vendor Management	99% of all licenses and agreements maintained as scheduled
Policies & Procedures Enhance and Update	Provide to the County within 10 business days after appropriate quarter end

### Service Level 3

Service	Service Levels
Service Delivery improvements	Provide 1 new recommendation to the County within 15 business days after quarter end
Strategic Plan	Provide to the County within 20 business days after appropriate quarter end
Project Status Report	Provide to the County within 15 business days after month end

Third Party Vendor Management	98% of all licenses and agreements maintained as scheduled.
Policies & Procedures Enhance and Update	Provide to the County within 15 business days after appropriate quarter end

#### Service Level 4

Service	Service Levels
Service Delivery improvements	Provide to the County 5 new recommendations within 15 business days after quarter end
Strategic Plan	Provide to the County within 10 business days after appropriate quarter end
Project Status Report	Provide to the County within 5 business days after month end
Third Party Vendor Management	100% of all licenses and agreements maintained as scheduled
Policies & Procedures Enhance and Update	Provide to the County within 5 business days after appropriate quarter end

### Transition Services

#### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- Transition period to be May 1, 2002 through November 1, 2002
- One-month pre-transition time frame for transition plan/document preparation
- One-month post-transition time frame for SLA monitoring prior to any SLA penalties
- Ability to leverage incumbent resources for transition implementation
- Incumbent staff being given opportunity to join Schlumberger team
- Incumbent staff being available for training during transition
- Dallas County and the current vendor to work without delays to meet the transition schedule

#### Service Level 1

Service	Service Levels
Develop a Detailed Migration Plan	Finalized no later than 5 business days from original planned completion date
Migration Milestones	100 % of milestones met as projected
Transition Budget	Actual cost vs. budget cost not to exceed 5% of original budget

#### Service Level 2

Service	Service Levels
Develop a Detailed Migration Plan	Finalized no later than 10 business days from original planned completion date
Migration Milestones	100 % of milestones met as projected
Transition Budget	Actual cost vs. budget cost not to exceed 7% of original budget

### Service Level 3

Service	Service Levels
Develop a Detailed Migration Plan	Finalized no later than 15 business days from original planned completion date
Migration Milestones	100 % of milestones are met as projected
Transition Budget	Actual cost vs. budget cost not to exceed 10% of original budget

### Service Level 4

Service	Service Levels
Develop a Detailed Migration Plan	Finalized no later than 5 business days from original planned completion date
Migration Milestones	100 % of milestones are met as projected
Transition Budget	Actual cost vs. budget cost not to exceed 5% of original budget

## Data Center Operations

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- The current data center infrastructure is capable of meeting the service levels defined in the RFP.
- Schlumberger will work with the County to review and agree upon which service level indicators are linked to users requirements.
- At least 80% of existing ACS/Dallas County personnel will join our staff.
- All data center space and power will be provided for Schlumberger's use by the County at no charge.
- The County will retain ownership of all hardware, software and maintenance/maintenance contracts in the data center.
- Pricing does not include server management software licenses, the cost of which will be determined during due diligence.
- Redundant system support hardware (i.e. power supplies) is in place.

### Service Level 1

Service	Service Levels
Batch Processing	Batch schedules do not exceed defined batch windows by more than once per period
Online Availability	Online available 99.8% of scheduled time
Online Response Time (internal)	Response time: <ul style="list-style-type: none"> <li>• 99.5% of mainframe transactions &lt; 1 seconds</li> <li>• 99.8% of server transactions &lt; 2 seconds</li> </ul>
Mainframe & Distributed Systems Availability	System available 99.9% of time
Report Distribution	Reports available at the print distribution area by 7 a.m. Monday through Friday 95% of time
Root Cause Analysis	Root cause analysis report produced within 5 business days 100% of time
Data Backup & Restore	99.9% of all data is being backed up, stored and restored as required according to the County's requirements
Capacity Planning	Reports that show system usage by day
Capacity Forecast	Shows current system usage and trend graphics with forecast based on growth needs
Capacity Planning Baseline	Initial report due 60 days after start date; annual report due by August 10
Media Management	Reports that show tape and DASD usage daily
Security Access – Physical	Request completed within 1 business day after approval
Security Access – Data	Request completed within 1 business day after approval
Unscheduled System Outage	No more than 2 unplanned outages per month
System Software Currency	Maintain all systems software within 2 release levels of currency

Schlumberger has made the following key assumption associated with meeting the Service Level 1 SLAs:

- A fully redundant CPU, DASD and print environment must be in place.

#### Service Level 2

Service	Service Levels
Batch Processing	Batch schedules do not exceed defined batch windows by more than twice per period
Online Availability	Online available 99.5% of scheduled time
Online Response Time (internal)	Response time: <ul style="list-style-type: none"> <li>• 99.5% of mainframe transactions &lt; 2 seconds</li> <li>• 99.8% of server transactions &lt; 2 seconds</li> </ul>
Mainframe & Distributed Systems Availability	System available 99.5% of time

Report Distribution	Reports available at the print distribution area by 7 a.m. Monday through Friday 93% of time
Root Cause Analysis	Root cause analysis report produced within 5 business days 98% of time
Data Backup & Restore	98% of all data is being backed up, stored and restored as required according to the County's requirements
Capacity Planning	Reports that show system usage by week
Capacity Forecast	Shows current system usage and trend graphics with forecast based on growth needs
Capacity Planning Baseline	Initial report due 60 days after start date; annual report due by August 15
Media Management	Reports that show tape and DASD usage weekly
Security Access –Physical	Request completed within 2 business days after approval
Security Access – Data	Request completed within 2 business days after approval
Unscheduled System Outage	No more than 3 unplanned outages per month
System Software Currency	Maintain all systems software within 3 release levels of currency

Schlumberger has made the following key assumption associated with meeting the Service Level 1 SLAs:

- A fully redundant CPU, DASD and print environment must be in place.

### Service Level 3

Service	Service Levels
Batch Processing	Batch schedules do not exceed defined batch windows by more than 3 times per period
Online Availability	Online is available 99.0% of scheduled time
Online Response Time (internal)	Response time: <ul style="list-style-type: none"> <li>• 99.5% of mainframe transactions &lt; 2 seconds</li> <li>• 99.8% of server transactions &lt; 3 seconds</li> </ul>
Mainframe & Distributed Systems Availability	System available 99.0% of time
Report Distribution	Reports available at the print distribution area by 7 a.m. Monday through Friday 90% of time
Root Cause Analysis	Root cause analysis report produced within 5 business days 95% of time
Data Backup and Restore	95% of all data is being backed up, stored and restored as required according to the County's requirements
Capacity Planning	Reports that show system usage by month
Capacity Forecast	Shows current system usage and trend graphics with forecast based on growth needs

Capacity Planning Baseline	Initial report due 60 days after start date; annual report due by August 20
Media Management	Reports that show tape and DASD usage monthly
Security Access-Physical	Request completed within 3 business days after approval
Security Access-Data	Request completed within 3 business days after approval
Unscheduled System Outage	No more than 4 unplanned outages per month
System Software Currency	Maintain all systems software within 4 release levels of currency

#### Service Level 4

Service	Service Levels
Batch Processing	Batch schedules do not exceed defined batch windows by more than three times per period
Online Availability	Online is available 99.0% of scheduled time
Online Response Time (internal)	Response time: <ul style="list-style-type: none"> <li>• 99.5% of mainframe transactions &lt; 2 seconds</li> <li>• 99.8% of server transactions &lt; 3 seconds</li> </ul>
Mainframe & Distributed Systems Availability	System available 99.0% of time
Report Distribution	Reports available at the print distribution area by 7 a.m. Monday through Friday 90% of time
Root Cause Analysis	Root cause analysis report produced within 5 business days 95% of time
Data Backup & Restore	95% of all data is being backed up, stored and restored as required according to the County's requirements
Capacity Planning	Reports that show system usage by month
Capacity Forecast	Shows current system usage and trend graphics with forecast based on growth needs
Capacity Planning Baseline	Initial report due 60 days after start date; annual report due by August 20
Media Management	Reports that show tape and DASD usage monthly
Security Access –Physical	Request completed within 3 business days after approval
Security Access – Data	Request completed within 3 business days after approval
Unscheduled System Outage	No more than 4 unplanned outages per month
System Software Currency	Maintain all systems software within 4 release levels of currency

## Help Desk

## General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- Service Desk coverage hours will be 24x7.
- SLAs are based upon receipt of a minimum of 100 calls per month.
- Based upon the information provided by the County in Addendum 4, call volume and associated pricing is based upon up to 1,500 calls per month.
- We will have timely access to key information and knowledge during transition.
- There will be graceful transfer of services and cooperation from existing support providers.
- It is assumed that the Service Desk will be located in Houston.
- It is assumed that tool sets will be put into place to meet the SLAs.

## Service Level 1

Service	Service Levels
Answer Time	All calls answered by a live person within 30 seconds 95% of time
First Call Resolution	70% of the problems are resolved during the first call with Level 1 support
Help Desk Satisfaction Survey	Average score of 4.0 on a scale of 1 (worst) to 5 (best)
Problem Management	99.8% of all reported problems tracked and escalated according to severity level definitions: <ul style="list-style-type: none"> <li>• <b>Priority 1</b> – technical response within 15 minutes and resolved or work around implemented within 1 hour</li> <li>• <b>Priority 2</b> – technical response within 60 minutes and resolved or work around implemented within 3 hours</li> <li>• <b>Priority 3</b> – technical response within 4 hours and resolved or work around implemented within 8 hours</li> <li>• <b>Priority 4</b> – technical response within 8 hours and resolved or work around implemented as scheduled</li> </ul>
Change Management	98 % of changes to environment completed as scheduled and processed and controlled through a formal change management process

## Service Level 2

Service	Service Levels
Answer Time	IVR pick-up within 12 seconds 98% of the time
First Call Resolution	60% of the problems resolved during the first call with Level 1 Support
Help Desk Satisfaction Survey	Average score of 3.5 on a scale of 1 (worst) to 5 (best)

Problem Management	99.8% of all reported problems tracked and escalated according to severity level definitions: <ul style="list-style-type: none"> <li>• <b>Priority 1</b> – technical response within 20 minutes and resolved or work around implemented within 1 hour</li> <li>• <b>Priority 2</b> – technical response within 70 minutes and resolved or work around implemented within 3 hours</li> <li>• <b>Priority 3</b> – technical response within 5 hours and resolved or work around implemented within 8 hours</li> <li>• <b>Priority 4</b> – technical response within 8 hours and resolved or work around implemented as scheduled</li> </ul>
Change Management	97 % of changes to environment completed as scheduled and processed and controlled through a formal Change Management process

Schlumberger has made the following key assumption associated with meeting the Service Level 2 SLAs:

- Schlumberger is assuming that the IVR pick-up requirement will be met with voice tree pickup.

**Service Level 3**

Service	Service Levels
Answer Time	IVR pick-up within 18 seconds 98% of the time
First Call Resolution	55% of the problems resolved during the first call with Level 1 Support
Help Desk Satisfaction Survey	Average score of 3.0 on a scale of 1 (worst) to 5 (best)
Problem Management	99.8% of all reported problems will be tracked and escalated according to severity level definitions: <ul style="list-style-type: none"> <li>• <b>Priority 1</b> – technical response within 25 minutes and resolved or work around implemented within 1 hour</li> <li>• <b>Priority 2</b> – technical response within 80 minutes and resolved or work around implemented within 3 hours</li> <li>• <b>Priority 3</b> – technical response within 6 hours and resolved or work around implemented within 8 hours</li> <li>• <b>Priority 4</b> – technical response within 8 hours and resolved or work around implemented as scheduled</li> </ul>
Change Management	95 % of changes to environment completed as scheduled and processed and controlled through a formal change management process

Schlumberger has made the following key assumption associated with meeting the Service Level 3 SLAs:

- Schlumberger is assuming that the IVR pick-up requirement will be met with voice tree pick-up.

**Service Level 4**

Service	Service Levels
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Answer Time	90% of all calls answered by a live person within 60seconds during normal business hours After hours, 80% of all calls answered by a live person within 90 seconds
First Call Resolution	40% of the problems resolved during the first call with Level 1 Support
Help Desk Satisfaction Survey	Average score of 3.0 on a scale of 1 (worst) to 5 (best)
Problem Management	99.8% of all reported problems tracked and escalated according to severity level definitions: <ul style="list-style-type: none"> <li>• <b>Priority 1</b> – technical response within 25 minutes and resolved or work around implemented within 1 hour</li> <li>• <b>Priority 2</b> – technical response within 80 minutes and resolved or work around implemented within 3 hours</li> <li>• <b>Priority 3</b> – technical response within 6 hours and resolved or work around implemented within 8 hours</li> <li>• <b>Priority 4</b> – technical response within 8 hours and resolved or work around implemented as scheduled</li> </ul>
Change Management	95 % of changes to environment completed as scheduled and processed and controlled through a formal change management process

## Database Support & Management

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- At least 80% of existing ACS/Dallas County personnel join our staff
- The current database support and management infrastructure is capable of meeting the service levels defined in the RFP.
- All hardware upgraded to new technology
- All software upgraded to be no more than one release behind current
- All network infrastructure to be of current technology
- All resource utilization to be less than 60% (batch and online)
- All hardware and software to be covered by 24x7 maintenance agreement
- Deployment of management and measurement software across all resources (such as TNG, scheduling, performance monitoring, tape management, etc.)
- Data center to have current fire protection
- Data center to have current power and backup facilities or fully redundant systems and hardware
- All known applications problems fixed
- All databases to be journaled with roll-back facility
- Formal change control, security, SDLC and release management

procedure deployed across all resources

- The County's requirements have been reviewed and agreed upon
- Capacity planning tools deployed across all resources
- Requires automated security system standard e-mail available
- Formalized escalation procedure
- Formalized system development and implementation process
- Published SLA schedules
- Physical security monitoring and enforcement
- Active IT Steering Committee

#### Service Level 1

Service	Service Levels
Production Database Availability	Production database incurs no more than 2 unscheduled downtimes during any month
Database Performance	Database transactions completed on average in less than 2 seconds 99.9% during the period
Database Software Release Management	100% of software upgrades completed as scheduled as requested by the County

Schlumberger has made the following key assumptions associated with meeting the Service Level 1 SLAs:

- A fully redundant CPU and DASD environment is in place with all known database bugs and Oracle bugs resolved and/or fixed.
- All existing database schemas and sub-schemas have been stress tested by the applications they support without any database interruptions or disconnects and be within the tolerances laid out in service levels.

#### Service Level 2

Service	Service Levels
Production Database Availability	Production database incurs no more than 3 unscheduled downtimes during any month
Database Performance	Database transactions completed on average in less than 3 seconds 99.9% during the period
Database Software Release Management	95% of software upgrades completed as scheduled as requested by the County.

Schlumberger has made the following key assumptions associated with meeting the Service Level 1 SLAs:

- A fully redundant CPU and DASD environment is in place with all known database bugs and Oracle bugs resolved and/or fixed.
- All existing database schemas and sub-schemas have been stress tested by the applications they support without any database interruptions or disconnects and be within the tolerances laid out in service levels.

**Service Level 3**

Service	Service Levels
Production Database Availability	Production database incurs no more than 4 unscheduled downtimes during any month
Database Performance	Database transactions completed on average, in less than 4 seconds 99.9% during the period
Database Software Release Management	90% of software upgrades completed as scheduled as requested by the County

**Service Level 4**

Service	Service Levels
Production Database Availability	Production database incurs no more than 4 unscheduled downtimes during any month
Database Performance	Database transactions completed on average in less than 4 seconds 99.9% during the period
Database Software Release Management	90% of software upgrades are completed as scheduled as requested by the County

**Disaster Recovery****General Assumptions**

Schlumberger has made the following key assumption associated with meeting any of the service levels:

- Dallas County will identify all critical systems that must be operational within 24 hours so they can be restored most quickly.
- Schlumberger will provide hardware at the recovery center that will either match or have a greater specification than the County's requirement, which means in the event of an invocation the service provided to the users will be 100% of the normal service.

**Service Level 1**

Service	Service Levels
Disaster Recovery	Complete functional restoration of services to the County within 24 hours of declaration of disaster.
Disaster Recovery Test	For each scheduled semi-annual test, services available according to County requirements as detailed in the disaster recovery plan

**Service Level 2**

Service	Service Levels
Disaster Recovery	Complete functional restoration of services to the County within 48 hours of declaration of disaster

Disaster Recovery Test	For each scheduled annual test, services available according to County requirements as detailed in the disaster recovery plan
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### Service Level 3

Service	Service Levels
Disaster Recovery	Complete functional restoration of services to the County within 72 hours of declaration of disaster
Disaster Recovery Test	For each scheduled bi-annual test, services available according to County requirements as detailed in the disaster recovery plan

### Service Level 4

Service	Service Levels
Disaster Recovery	Complete functional restoration of services to the County within 72 hours of declaration of disaster
Disaster Recovery Test	For each scheduled bi-annual test, services are available according to County requirements as detailed in the disaster recovery plan

## Applications Development & Maintenance

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- At least 80% of existing ACS/Dallas County personnel will join our staff.
- The current applications development and maintenance infrastructure is capable of meeting the service levels defined in the RFP.
- All projects must be costed and approved by the IT Steering Committee and Change Management Board.
- Applications development backlog will be no larger than six man-months to staff size.

### Service Level 1

Service	Service Levels
Software Release Management	100% of all software installs completed as scheduled
Development Projects	On time and within budget 99% of the time
Application Software Enhancements	100% completed within the approved schedule
Application Software Maintenance	100% completed within the approved schedule
Service Request Report	Provide a lifecycle report for all open, pending and closed service requests for the day

Schlumberger has made the following key assumptions associated with meeting the Service Level 1 SLAs:

- FTE development work to project ratio is 1.5 development FTE units to 1.0 project units, allowing for new installations as well as “bug fixes” to be accomplished within in budget criteria.
- All critical applications must pass test plan methodology associated with the SEI (Software Engineering Institute) model. Applications that do not meet this requirement must be approved in advance by the Dallas County, IT Director or his designee.

#### Service Level 2

Service	Service Levels
Software Release Management	95% of all software installs completed as scheduled
Development Projects	On time and within budget 97% of the time
Application Software Enhancements	95% completed within the approved schedule
Application Software Maintenance	95% completed within the approved schedule
Service Request Report	Provide a lifecycle report for all open, pending and closed service request for the week

Schlumberger has made the following key assumptions associated with meeting the Service Level 1 SLAs:

- FTE development work to project ratio is 1.5 development FTE units to 1.0 project units, allowing for new installations as well as “bug fixes” to be accomplished within in budget criteria.

#### Service Level 3

Service	Service Levels
Software Release Management	90% of all software installs are completed as scheduled
Development Projects	On time and within budget 95% of the time
Application Software Enhancements	90% completed within the approved schedule
Application Software Maintenance	90% completed within the approved schedule
Service Request Report	Provide a lifecycle report for all open, pending and closed service request for the month

#### Service Level 4

Service	Service Levels
Software Release Management	90% of all software installs completed as scheduled

Development Projects	On time and within budget 95% of the time
Application Software Enhancements	90% completed within the approved schedule
Application Software Maintenance	90% completed within the approved schedule
Service Request Report	Provide a life cycle report for all open, pending and closed service request for the month

## Network Management

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- Schlumberger will coordinate and support all IMACs with respect to the building cable plant for telephony and LANs. We reserve the right to engage a third party contractor to perform cable plant IMACs. The pricing presented in this proposal does not include these costs. Costs associated with cable plant IMACs will be paid for by the County.
- The definition of "segment" is assumed to encompass all hubs, switches, fiber links, any inter-switch link, router ports or routers, etc. It is assumed to exclude host level connections to hubs or switches. It is assumed that WAN circuits are excluded since they are covered under a separate SLA.
- It is assumed that the network will be redesigned for full redundancy. Any known single points of failure will be excluded from this SLA requirement.
- Schlumberger will measure response time by using a server to poll all applicable devices via SNMP. The response time will be defined as the total end-to-end delay minus the average delay from the server to the County network. Any five-minute interval that exceeds the SLA will be reported.
- The response time will not include any server, host or application component.
- The current network management infrastructure is capable of meeting the service levels defined in the RFP.
- Any traffic pattern that far exceeds the reported trend data and causes high response times will be excluded from this SLA.
- All WAN leased line circuits will have to be redundant.
- All frame relay PVCs will have to be redundant.
- All devices covered under this SLA will have to be SNMP-manageable.
- Delays in scheduling outages as a result of this SLA will not impact other SLAs. For example, a problem is identified on Monday and an extended outage is required for repair and the outage is scheduled for Saturday. Any penalties associated with related SLAs exceeded during

the remainder of the week are waived.

- Any outages caused by host-generated traffic will be excluded from this SLA requirement. For example, broadcast storms, denial of service events or excessive transmissions of any kind will have to be excluded. These types of events generally cannot be prevented by design. These events generally cannot be resolved within the SLA threshold.
- Pricing for LAN management services will be confirmed during due diligence. Schlumberger will need to determine how many devices (i.e. switches and hubs) are able to be managed via SNMP on the LAN. Licensing for management tools is not included, as the number of managed devices will affect pricing
- One T1 circuit for connecting Schlumberger's SMC in Houston to Dallas County's Records Building in Dallas is included. If the due diligence shows that more bandwidth is necessary, pricing may be affected.

#### Service Level 1

Service	Service Levels
Network Availability	Any single network segment incurs no more than 10 minutes of downtime and/or 1 downtime event per period
Average Network Response Time	Response time of 3 seconds or less
Network/WAN Scheduled Downtime	No more than 30 minutes of scheduled downtime during normal working days for any single WAN connection during any month.

#### Service Level 2

Service	Service Levels
Network Availability	Any single network segment incurs no more than 15 minutes of downtime and/or 1 downtime event per period
Average Network Response Time	Response time of 3.5 seconds or less
Network/WAN Scheduled Downtime	No more than 35 minutes of scheduled downtime during normal working days for any single WAN connection during any month

#### Service Level 3

Service	Service Levels
Network Availability	Any single network segment incurs no more than 15 minutes of downtime and/or 2-downtime events per period
Average Network Response Time	Response time of 4 seconds or less
Network/WAN Scheduled Downtime	No more than 40 minutes of scheduled downtime during normal working days for any single WAN connection during any month

#### Service Level 4

Schlumberger proposes a leveraged approached framework for service level metrics and targets. This approach will classify the service levels into two areas:

- Tier 1 sites
- Tier 2 sites

Service	Service Levels
Network Availability	Tier 1 – Any single outage lasts no more than 15 minutes and no more than two outages per month Tier 2 – 99.5% percent availability
Average Network Response Time	Response time of 3 seconds or less
Network/WAN Scheduled Downtime	No more than 30 minutes of scheduled downtime during normal working days for any single WAN connection during any month

Schlumberger has made the following key assumptions associated with meeting the Service Level 4 SLAs:

- All devices covered SNMP manageable
- Appropriate spares available for all devices covered under this SLA

## Telecommunications -- Voice

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- Service contracts with telecommunications – voice hardware will have equivalent SLAs.
- Costing associated with telecommunications – voice service levels will be reduced upon completion of due diligence. Through evaluation and consolidation of current voice infrastructure, actual County cost and current provisioning, Schlumberger will adjust its cost proportionate with the due diligence findings. This assumption is necessary as no budgetary information is available respective to telecommunications – voice other than overall expenditure which included such items as carrier long distance, etc. At this time, Schlumberger has no baseline for current cost and contract status to facilitate initial pricing accurately.

### Service Level 1

Service	Service Levels
Telephone System Availability	System availability of 99.9% or better
IMACs	On average, 98% of all telephone instrument IMAC requests performed as scheduled
ACD Statistical Reports	ACD reports provided within 5 business days of month end

**Service Level 2**

Service	Service Levels
Telephone System Availability	System availability of 98.9% or better
IMACs	On average, 95% of all telephone instrument IMAC requests performed as scheduled
ACD Statistical Reports	ACD reports provided within 7 business days of month end

**Service Level 3**

Service	Service Levels
Telephone System Availability	System availability of 97.9% or better
IMACs	On average, 90% of all telephone instrument IMAC requests performed as scheduled
ACD Statistical Reports	ACD reports provided within 10 business days of month end

**Service Level 4**

Service	Service Levels
Telephone System Availability	System availability of 97.9% or better
IMACs	On average, 90% of all telephone instrument IMAC requests performed as scheduled
ACD Statistical Reports	ACD reports provided within 10 business days of month end

**Telecommunications – Data Circuits****General Assumptions**

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- All contracts for data circuits include a commitment from the telecommunications vendor equivalent to this SLA.
- All contracts include penalty clauses for non-compliance equivalent to those that will be imposed on Schlumberger.
- For routine IMACs, our service delivery manager will lead data circuit provisioning.

**Service Level 1**

Service	Service Levels
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Data Circuit Availability	Circuit availability of 99.9% or better
IMACs	On average, 98% of all data circuits IMAC requests performed as scheduled

#### Service Level 2

Service	Service Levels
Data Circuit Availability	Circuit availability of 98.9% or better
IMACs	On average, 95% of all telephone instrument IMAC requests performed as scheduled

#### Service Level 3

Service	Service Levels
Data Circuit Availability	Circuit availability of 97.9% or better
IMACs	On average, 90% of all telephone instrument IMAC requests performed as scheduled

#### Service Level 4

Service	Service Levels
Data Circuit Availability	Circuit availability of 99.9% or better
IMACs	On average, 98% of all telephone instrument IMAC requests performed as scheduled

### Training

#### Service Level 1

Service	Service Levels
Training Sessions Conducted	100% scheduled courses completed as scheduled
County Satisfaction Survey	Average score of 4.0 on a scale of 1 (worst) to 5 (best)

#### Service Level 2

Service	Service Levels
Training Sessions Conducted	98% scheduled courses completed as scheduled
County Satisfaction Survey	Average score of 3.5 on a scale of 1 (worst) to 5 (best)

#### Service Level 3

Service	Service Levels
Training Sessions Conducted	95% scheduled courses completed as scheduled
County Satisfaction Survey	Average score of 3.0 on a scale of 1 (worst) to 5 (best)

**Service Level 4**

Service	Service Levels
Training Sessions Conducted	95% scheduled courses completed as scheduled
County Satisfaction Survey	Average score of 3.0 on a scale of on a scale of 1 (worst) to 5 (best)

**Consulting Services to User Departments**

**General Assumptions**

Professional fees for all service levels are fixed at a blended rate of \$150 per hour per resource and will be subject to the assumptions outlined below:

- The County will provide all existing documentation and essential subject matter experts to obtain transitional information on network infrastructure, site construction and environmental data.
- Schlumberger is dependent upon the County for data inputs. Any delays in the task schedule will result in a corresponding slip in the schedule for dependent tasks. The success of the project depends upon the County’s ability to communicate to Schlumberger the relevant business drivers.
- The County will clearly define all required data access locations and site-specific requirements prior to Schlumberger engaging at a location.
- The County will make available the appropriate personnel (including system administration personnel, subject matter experts, technical support personnel, site engineers and construction personnel) to work with Schlumberger. Such personnel shall use reasonable efforts to assist and cooperate as needed.
- The County will make all necessary facilities, hardware and software available to Schlumberger at the commencement of the project, including a suitable workspace, telephone access, appropriate security access and safety requirements.
- Each County department will identify a person to be its single point of contact.
- Schlumberger will complete the approved project work at on-site and offsite.

**Service Level 1**

Service	Service Levels
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Quality Reviews	A total average score of 4.0 or better on a scale of 1 (worst) to 5 (best)
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#### Service Level 2

Service	Service Levels
Quality Reviews	A total average score of 3.5 or better on a scale of 1 (worst) to 5 (best)

#### Service Level 3

Service	Service Levels
Quality Reviews	A total average score of 3.0 or better on a scale of 1 (worst) to 5 (best)

#### Service Level 4

Service	Service Levels
Quality Reviews	A total average score of 4.0 or better on a scale of 1 (worst) to 5 (best)

## Personal Computers

### General Assumptions

Schlumberger has made the following key assumptions associated with meeting any of the service levels:

- The County will retain financial responsibility and ownership of all application software licenses and modifications and personal computing licenses.
- Pricing includes support of print devices at a ratio of one print device for every three systems. Support of any additional print devices is subject to negotiation. The actual printer inventory will be validated during the due diligence process.

### Service Level 1

Service	Service Levels
IMACs	99.0% of all requests performed as scheduled, on average
Inventory Reporting	Keep hardware database evergreen and provide updated report within 15 business days of quarter end
PC Repair (Break/Fix)	98% of all PC repairs completed within 8 business hours
Peripheral Repair	95% of all peripheral repairs completed within 8 business hours

Schlumberger has made the following key assumption associated with meeting the Service Level 1 SLAs:

- Dallas County will provide on-site personnel with office space in

remote facilities.

### Service Level 2

Service	Service Levels
IMACs	97.0% of all requests performed as scheduled, on average
Inventory Reporting	Keep hardware database evergreen and provide updated report within 20 business days of quarter end
PC Repair (Break/Fix)	98% of all PC repairs completed within 16 business hours
Peripheral Repair	95% of all peripheral repairs completed within 16 business hours

Schlumberger has made the following key assumption associated with meeting the Service Level 2 SLAs:

- Dallas County will provide on-site personnel with office space in remote facilities.

### Service Level 3

Service	Service Levels
IMACs	On average, 95.0% of all IMAC requests performed as scheduled.
Inventory Reporting	Keep hardware database evergreen and provide updated report within 25 business days of quarter end
PC Repair (Break/Fix)	98% of all PC repairs completed within 24 business hours of the reported problem
Peripheral Repair	95% of all peripheral repairs completed with 24 business hours of the reported problem

### Service Level 4

Schlumberger proposes a leveraged approached framework for service level metrics and targets. This approach will classify the service levels into three areas:

- Major sites
- Remote sites
- Disconnected sites

The service levels for each site classification of site is proposed as follows:

#### Major Sites

Service	Service Levels
IMACs	99.0% of all requests performed as scheduled, on average
Inventory Reporting	Inventory report provided to client within 10 business days of quarter end

PC Repair (Break/Fix)	98% of all high priority PC repairs completed with a mean time to repair (MTTR) of 4 business hours 98% of all medium priority PC repairs completed with a MTTR of 8 business hours
Peripheral Repair	95% of all high priority peripheral repairs completed with a MTTR of 8 business hours 95% of all medium priority peripheral repairs completed with a MTTR of 16 business hours

#### Remote Sites

Service	Service Levels
IMACs	95.0% of all requests performed as scheduled, on average
Inventory Reporting	Inventory report provided to client within 10 business days of quarter end
PC Repair (Break/Fix)	98% of all high priority PC repairs completed with a MTTR of 8 business hours 98% of all medium priority PC repairs completed with a MTTR of 16 business hours
Peripheral Repair	95% of all high priority peripheral repairs completed with a MTTR of 16 business hours 95% of all medium priority peripheral repairs completed with a MTTR of 24 business hours

#### Disconnected Sites

Service	Service Levels
IMACs	95.0% of all requests performed as scheduled, on average
Inventory Reporting	Inventory report provided to client within 10 business days of quarter end
PC Repair (Break/Fix)	98% of all high priority PC repairs completed with a MTTR of 16 business hours 98% of all medium priority PC repairs completed with a MTTR of 24 business hours
Peripheral Repair	95% of all high priority peripheral repairs completed with a MTTR of 16 business hours 95% of all medium priority peripheral repairs completed with a MTTR of 24 business hours

This approach could include some remote or disconnected sites with on-site critical spare hardware to minimize the downtime (depending upon the environment). This will be determined during the due diligence phase of the contract.

## General Assumptions

All pricing is subject to confirmation during the due diligence process described in Section 4 of this proposal.

Schlumberger is presenting this proposal as a fully inclusive solution tailored around a set of predefined service levels.

Service levels will be subject to negotiation.

Annual pricing can be affected by annual salary increases based on CPI index.

Schlumberger will offer positions to all current IT support staff (related to the services that Schlumberger will be providing) and provide comparable or better total wage and benefits packages.

Termination of employees could occur in the event of poor performance or other non-acceptable behavior. In addition, offers cannot be extended to persons who do not pass pre-employment screenings such as drug tests or security checks.

"Normal business hours" is defined as from 8 a.m. to 5 p.m. Monday through Friday, excluding holidays.

Schlumberger's on-site personnel will be located at the County's office and will be scheduled according to defined coverage hours for that site. Additional coverage hours are not included in Schlumberger's pricing but will be provided to meet and adhere to the predefined service levels. Schlumberger personnel can be made available outside of contracted hours on an as-needed basis at additional cost.

The County will provide Schlumberger on-site personnel with office space/accommodations, desks, phones, systems and peripherals as needed to perform their work.

Schlumberger will own no hardware, software or infrastructure at the County's site.

All pricing and service levels based on a 5,400 County employee base (users) unless otherwise noted.

Pricing assumes minimum and maximum quantities of desktops, printers and servers. Quantities of PCs are expected to change over time. The monthly invoices will be based on the quantity of units times an established price per unit. The quantity of units will be adjusted quarterly, based on actual inventories maintained by Schlumberger personnel and approved by County management.

Dallas County is responsible for maintenance contracts on all equipment (including desktops, CRTs, servers, printers, PBX equipment, leased lines, etc.), which must be kept current to adhere to pricing.

Dallas County currently maintains and will be financially responsible for Internet access.

Pricing does not include trip fees, hardware or labor (out of warranty) for PC hardware support.

Travel and expenses are not included and will be charged to the County at cost plus a 10% administration fee.

Travel time and additional chargeable time (including standby time and overtime) incurred by Schlumberger personnel and resulting from Dallas County's request, delay, act or omission will be invoiced at the rate of \$1,200 per man-day.

Freight, shipping and insurance costs are excluded. All such charges arising in connection with the work will be charged to the County's account.

Prices do not include withholding, sales, use, excise or other similar taxes, tariffs, levies or duties. All such charges arising in connection with the work will be charged to the County's account.

Schlumberger will provide project support for Dallas County for "standard" projects (projects that are less than 100 hours in total duration).

All projects must be scheduled as the availability for "standard" project support is contingent upon use of normally assigned IT resources on site at Dallas County.

Resources required to perform project work outside of those normally assigned to Dallas County will be identified and addressed through change management.

There will be up to 750 man-hours per quarter, not to exceed 3,000 man-hours per year, allocated to Dallas County for "standard" projects included in the scope of this contract.

Hours will be provided under the following conditions:

- The hours are available during weekdays and normal business hours for the then current operating quarter. Any unused hours cannot be accumulated for use in subsequent quarters or years.
- If Dallas County requests a small project to be performed and the performance of that project has a negative effect on the service levels, any applicable penalty that would be incurred by Schlumberger will be waived.
- Any projects whose total time to complete exceeds 100 hours will be treated as an out-of-scope project and will be quoted as project work through change management.

## Conditions

All prices are in U.S. dollars.

Monthly recurring charges are invoiced in advance; variable charges are invoiced in arrears.

Payments for all invoices are due no later than 30 days from receipt.

## Contract Term

This proposal is for a five-year contract with two optional one-year renewals. If the County decides to cancel the contract before the conclusion of the five-year period, an early cancellation fee will be charged. This fee will be equivalent to the total of the unpaid monthly charges plus any not recovered portion of the up-front costs.

## Offer Validity

This offer is valid for 180 calendar days. Schlumberger reserves its right to change any portion of this offer if a purchase order is received after this time.

The products and services included may depend upon different equipment manufacturers and telecommunications carriers. Schlumberger is not responsible for providers to fulfill commitment on this proposal. However, Schlumberger will make its best effort to provide a similar solution to the County, should any provider fail.

# Attachment B – Transition Plan

Task Name	Duration	Start	Finish	% Comp.	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
1 Schlumberger Outsourcing Services for Dallas County	165 days	Mon 3/18/02	Fri 11/1/02	0%	[Gantt bar]													
2 Transition Initiation	39 days	Mon 3/18/02	Thu 5/9/02	0%	[Gantt bar]													
3 Transition - Operate in Place Begins	1 day	Mon 3/18/02	Mon 3/18/02	0%	[Gantt bar]													
4 Pre-Transition Project Tasks	31.5 days	Mon 3/18/02	Tue 4/30/02	0%	[Gantt bar]													
5 Project Management & Schedule Meetings	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
6 Awareness	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
7 Account Security	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
8 Change Management	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
9 Desktop Support Coverage	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
10 Disaster Recovery	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
11 Facilities Management	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
12 Financial Documents	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
13 Hardware Maintenance & Warranties	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
14 Hardware Standards	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
15 Internet	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
16 LAN/WAN & Network Systems Management	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
17 Lease Management	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
18 Procurement	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
19 Remote Access	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
20 Server Coverage	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
21 Server Standards & Procedures	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
22 Service Desk Implementation	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
23 Software License Compliance & Asset Manag	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
24 Software Standards	31 days	Mon 3/18/02	Mon 4/29/02	0%	[Gantt bar]													
25 Development of PDDs Complete	0.5 days	Mon 4/29/02	Mon 4/29/02	0%	[Gantt bar]													
26 Development of Project Plans Complete	0.5 days	Tue 4/30/02	Tue 4/30/02	0%	[Gantt bar]													
27 Pre-Transition Meetings & Presentations	34 days	Mon 3/25/02	Thu 5/9/02	0%	[Gantt bar]													
28 Presentations	7 days	Wed 5/1/02	Thu 5/9/02	0%	[Gantt bar]													
29 Internal Review of PDDs	1 day	Wed 5/1/02	Wed 5/1/02	0%	[Gantt bar]													
30 Present PDDs to Dallas County	3 days	Fri 5/3/02	Tue 5/7/02	0%	[Gantt bar]													
31 DC Review & Acceptance of PDDs	1 day	Mon 5/6/02	Mon 5/6/02	0%	[Gantt bar]													
32 Internal Transition Kickoff Review & Press	1 day	Tue 5/7/02	Tue 5/7/02	0%	[Gantt bar]													
33 DC Transition Kickoff Review & Presentati	1 day	Thu 5/9/02	Thu 5/9/02	0%	[Gantt bar]													
34 Meetings	26.25 days	Mon 3/25/02	Tue 4/30/02	0%	[Gantt bar]													
47 Transition Implementation	127 days	Thu 5/9/02	Fri 11/1/02	0%	[Gantt bar]													
48 Transition Kickoff w/DC	1 day	Thu 5/9/02	Thu 5/9/02	0%	[Gantt bar]													
49 Project Management	121 days	Mon 5/13/02	Mon 10/28/02	0%	[Gantt bar]													
57 Awareness Project	24 days	Tue 10/1/02	Fri 11/1/02	0%	[Gantt bar]													
59 Account Security Project	53 days	Thu 5/9/02	Mon 7/22/02	0%	[Gantt bar]													
61 Internal Operations Change Management Pr	37 days	Thu 5/9/02	Fri 6/28/02	0%	[Gantt bar]													
63 DeskTop Support Coverage Project	42 days	Thu 5/9/02	Fri 7/5/02	0%	[Gantt bar]													
65 Disaster Recovery Project	127 days	Thu 5/9/02	Fri 11/1/02	0%	[Gantt bar]													
67 Facilities Management	127 days	Thu 5/9/02	Fri 11/1/02	0%	[Gantt bar]													
69 Financial Documents Project	105 days	Thu 5/9/02	Wed 10/2/02	0%	[Gantt bar]													
71 Hardware Maintenance and Warranties	94 days	Thu 5/9/02	Tue 9/17/02	0%	[Gantt bar]													
73 Hardware Standards Project	69 days	Thu 5/9/02	Tue 8/13/02	0%	[Gantt bar]													
75 Internet, Intranet Project	16 days	Thu 5/9/02	Thu 5/30/02	0%	[Gantt bar]													
77 Lease Management	40 days	Thu 5/9/02	Wed 7/3/02	0%	[Gantt bar]													
79 LAN / WAN Network & Systems Managemen	90 days	Thu 5/9/02	Wed 9/11/02	0%	[Gantt bar]													
81 Procurement Project	127 days	Thu 5/9/02	Fri 11/1/02	0%	[Gantt bar]													
83 Remote Access Project	17 days	Thu 5/9/02	Fri 5/31/02	0%	[Gantt bar]													
85 Server Coverage	127 days	Thu 5/9/02	Fri 11/1/02	0%	[Gantt bar]													
87 Server Standards & Procedures	75 days	Thu 5/9/02	Wed 8/21/02	0%	[Gantt bar]													
89 Service Desk Implementation	103 days	Wed 6/12/02	Fri 11/1/02	0%	[Gantt bar]													
91 Software License Compliance Project	90 days	Mon 7/1/02	Fri 11/1/02	0%	[Gantt bar]													
93 Software Standards Project	84 days	Tue 7/9/02	Fri 11/1/02	0%	[Gantt bar]													

## Attachment C – Required Financial Information

Form 10-K

Annual Report

Form 10-Q

# M/WBE Forms