

**MASTER SERVICES AGREEMENT**

between

**TEXAS EDUCATION AGENCY**

and

**SKYWARD, INC.**

**JUNE 1, 2011**

**SCHEDULE 2.4**

**REPORTS**

The Vendor's obligation to deliver reports described in this Schedule 2.4 shall commence at the end of the first full month of Services following the Effective Date. The Vendor's obligation to deliver quarterly reports shall commence at the end of the first complete calendar quarter following the Effective Date. The Parties shall agree on delivery dates for annual reports. These reports are for the whole supported environment.

No.	Report Name	Description/Reference	Frequency
1.	Severity 1 & 2 Problem Ticket Log	Status of Severity 1 & 2 tickets	Monthly
2.	Service Level & Key Measures Report	Vendor performance against established Service Levels and Key Measures at the data center edge	Quarterly or as requested by TEA
3.	Project Report	Vendor projects, status and performance	Monthly
4.	Vulnerability Notification	Notice of emergency and critical vulnerabilities	Monthly
5.	Server	% Server Availability Report	Monthly
6.	Service Desk Client Survey Results	Results of client survey	As completed
7.	Intrusion Reporting	IDS Alerts generated and analysis results	Monthly