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| Exhibit M  Reports  For  Judicial Council of California  (Judicial Council) |

1. **IT Service Management and Life Cycle Services Reports**

| Report Title | Frequency | Comments |
| --- | --- | --- |
| Overall program status report | Daily, Weekly, and Monthly | [to be developed and agreed upon at a later date] |
| Asset Management Activity Summary | Monthly | Monthly report automatically generated by the JCC asset management system identifying Asset status changes (e.g., end of life, spare, operational) made as a result of IMACs, refreshes, and break-fix activities in the last month. This report is accessible on Judicial Council web portal. Vendor will create the report and validate the data and set the schedule to run. Additionally, Vendor will need to validate that it did run and the data is available. |
| Project Status | Weekly | Weekly report available on Judicial Council web portal in the project’s portfolio. This is a summary report, by active project, describing progress, schedule status, impacts, issues, risks and a stoplight indicator: (Green) On Schedule, No Critical Issues; (Yellow) Problems Exist, But Workarounds Are Defined; (Red) Major Problems, No Recovery Plan Available. |
| Incident and Problem Activity and Resolution | Weekly, Monthly | Weekly Incident report based on ticketing system-provided roll-up of group, category, type, and item queues. Monthly reports providing monthly Incident summaries, Problem reports, and Resolution status will be issued separately as an attachment to the Vendor monthly Project Management Service Delivery status report. All of these reports are accessible on the Judicial Council web portal. Vendor will create the report and validate the data and set the schedule to run. Additionally, Vendor will need to validate that it did run and the data is available. |
| Root Cause Analysis (“RCA”) Summary Report | Monthly | Monthly. Assessment of Priority Level 1 and 2 Incidents describing key attributes of the event, including the following: ticket information, event description, cause of incident, impact of incident, how the Incident was Resolved and residual actions required to close out ticket. RCA report is used by Judicial Council to fully understand events and event resolutions and to provide historical information to be used by service delivery team in dealing with future events. |
| Scheduled and Implemented Change Report | Weekly | Weekly report showing all scheduled changes (that have been approved by Vendor's and Judicial Council’s management team) for the week to come and all implemented changes for the preceding week. This is available on the Judicial Council web portal. Vendor will create the report and validate the data and set the schedule to run. Additionally, Vendor will need to validate that it did run and the data is available. |

1. **Data Center Management Reports**

| Report Title | Frequency | Comments |
| --- | --- | --- |
| Overall program status report | Daily, Weekly, Monthly | [to be determined] |
| CPU Load Average | Real-time Portal, Bi Weekly, Monthly | [to be determined] |
| Disk Utilization | Real-time Portal, Bi Weekly, Monthly | [to be determined] |
| Memory Utilization | Real-time Portal, Bi Weekly, Monthly | [to be determined] |
| Daily Systems Management Report | Daily | [to be determined] |
| Judicial Branch Application Availability and Performance Report | Weekly, Monthly | [to be determined] |

1. **Data Network Management Reports**

| Report Title | Frequency | Comments |
| --- | --- | --- |
| Overall program status report | Daily, Weekly, Monthly | [to be determined] |
| Utilization & Latency Report | Monthly | [to be determined] |
| Service Metric – Closed Tickets  Service Metric – Open Tickets  Service Metric – Tickets by Device  Service Metric – Tickets by Service | Daily | [to be determined] |
| Nodes experiencing bandwidth utilization greater than the threshold value. | Real Time, on demand | [to be determined] |
| Bandwidth utilization (%) in, out, and total, summarized by hour or day for a selected node. | [to be determined] |
| Frequency distribution of bandwidth utilization for the selected period and node. | [to be determined] |
| Nodes experiencing CPU utilization greater than the threshold value. | [to be determined] |
| CPU utilization for a selected node, summarized by days or hours. | [to be determined] |
| Graph of average CPU utilization over time for a selected node. | [to be determined] |
| Frequency distribution of CPU utilization for the selected period and node. | [to be determined] |
| Nodes experiencing memory utilization greater than the threshold value. | [to be determined] |
| Physical memory, virtual memory, or pagefile utilization for a selected node, summarized by days or hours. | [to be determined] |
| Graph of average memory utilization over time for a selected node. | [to be determined] |
| Devices currently experiencing the highest memory, CPU, and bandwidth utilization levels. | [to be determined] |
| Traffic kilobits in, out, and total, summarized by hour or day for a selected node. | [to be determined] |
| Graph of average throughput over time for a selected node. | [to be determined] |
| 8 hr, 24 hr, 7d, and 30d graphs of average throughput for each interface of a selected node. | [to be determined] |
| Snapshot of current, overall network status. | [to be determined] |
| Graph of uptime for a selected node. | [to be determined] |