

THE STATE OF NEW HAMPSHIRE

MERRIMACK, SS

SUPERIOR COURT

Docket No. 03-E-0106

**In the Matter of the Liquidation of
The Home Insurance Company**

**LIQUIDATOR'S MOTION FOR APPROVAL OF AMENDMENT TO
ZURICH INFORMATION TECHNOLOGY SERVICES AGREEMENT**

Roger A. Sevigny, Commissioner of Insurance for the State of New Hampshire, as Liquidator ("Liquidator") of the Home Insurance Company ("Home"), hereby moves that the Court enter an order in the form submitted herewith approving an Amendment to Information Technology Services Agreement (the "Amendment") modifying the Information Technology Services Agreement (the "Agreement") between Home and Zurich American Insurance Company ("Zurich"). A copy of the Amendment is attached as Exhibit A. As reasons therefor, the Liquidator states as follows:

1. The Court approved the Agreement in an order entered March 19, 2004. As described more fully in the Liquidator's Motion for Approval of Zurich Information Technology Services Agreement (March 11, 2004), prior to 2003, Risk Enterprise Management Limited ("REM") administered the run-off of Home, and REM outsourced the maintenance and operation of Home's back-end "legacy" systems to Zurich under an information technology service agreement. In 2003, Home went into liquidation and the Liquidator executed the Agreement to ensure that Zurich would continue to provide information technology services to Home. Affidavit of Peter A. Bengelsdorf, Special Deputy Liquidator, in Support of Approval of Amendment to Zurich Information Technology Services Agreement ("Bengelsdorf Aff.") ¶ 3.

2. Under the Agreement, Zurich has provided the Liquidator with the same information technology services supporting the legacy systems as it previously provided under the Zurich/REM contract. The services include:

- a. operating, managing, and maintaining the equipment and computer programs used in connection with the liquidation of Home;
- b. furnishing information and data processing reports to Home;
- c. correcting errors in the equipment and computer programs utilized;
- d. storing and safeguarding the storage media containing Home's data and computer software;
- e. maintaining off-site disaster recovery capabilities.

See Agreement ¶ 3.2; Bengelsdorf Aff. ¶ 4.

3. The Agreement has a five-year renewable term that expires in December 2008. Agreement ¶ 2.2. The information technology services provided by Zurich under the Agreement are critical to the liquidation of Home, and the Liquidator accordingly wants to ensure that Zurich continues to provide those services after 2008. The purpose of the Amendment is to extend the term of the Agreement for an additional five years, to December 2013. This is the primary substantive change wrought by the Amendment. See Amendment ¶ 3; Bengelsdorf Aff. ¶ 5.

4. The Amendment also includes changes to certain cost provisions. The Amendment provides that the "Monthly Charge" will not be increased over the rate of the current consumer price index, barring unforeseen increases in Home's transaction volume or increases in the costs to Zurich of third party suppliers of services. This replaces the former requirement that monthly charges not exceed the average charge for the first six months of the contract. Amendment ¶ 4; Agreement ¶ 7.1; Bengelsdorf Aff. ¶ 6.

5. The Amendment also revises a number of the exhibits to the Agreement to reflect the parties' needs and practices. None of these changes constitutes a significant alteration in the Agreement. The Amendment deletes former Exhibits A (DP Report Listing and Description), B (Third Party Software Application Maintenance), and H (Programs in Production). The reports provided for in Exhibit A have been greatly reduced; Exhibits B and H provided for maintenance of software which is no longer in use. The Amendment replaces Exhibits C (Backup Procedures), D (Summary of Disaster Recovery Plan), F (Operating Level Agreement), and G (Change Management Process) with updated versions. The changes to these exhibits reflect changes in Zurich's practices and procedures since the Agreement was executed. Exhibit F is now described as a Service Level Agreement, and it details the actual services Zurich provides with minor alterations tracking the changes in Zurich's internal procedures. Bengelsdorf Aff. ¶ 7.

6. It is expected that, under the Amendment, Home's monthly obligations to Zurich will not change significantly. Home currently pays approximately \$31,000 a month based on the liquidation's present utilization of Zurich's services, and the Liquidator estimates that the monthly payments will stay the same next year. The fee structure remains substantively the same, the Unit Costs continue to be Zurich's actual cost without markup (Amendment ¶ 2), and the changes to the definitions of "Unit Costs" and "Monthly Charges" will not increase Home's obligations. The Amendment provides increased cost protection in the future by limiting price increases to the consumer price index. (The former limitation to the average monthly cost of the first six months of the contract is no longer relevant because at that time the Liquidator used many more services so that the monthly payments were approximately \$75,000.) Further, the Amendment does not affect the "most favored nation" provision in the Agreement, so that the

charges for Zurich's services will be no more than what Zurich charges to its own affiliates.

Agreement ¶ 7.3; Bengelsdorf Aff. ¶ 8.

7. The Amendment is fair and reasonable and it is in the best interests of the liquidation and of the policyholders and other creditors of Home. The information technology services being provided are essential to the liquidation of Home. They are being provided at Zurich's actual cost and subject to the "most favored nation" clause, and securing the continuation of these services without disruption will save Home the expense of relocating the data or negotiating a less favorable agreement with another vendor. Bengelsdorf Aff. ¶ 9.

WHEREFORE, the Liquidator respectfully requests that this Court:

- A. Grant this Motion for Approval of Amendment to Zurich Information Technology Services Agreement,
- B. Enter an Order in the form submitted herewith approving the Amendment, and
- C. Grant such other and further relief as justice may require.

Respectfully submitted,

ROGER A. SEVIGNY, COMMISSIONER OF
INSURANCE OF THE STATE OF NEW HAMPSHIRE,
SOLELY AS LIQUIDATOR OF THE HOME
INSURANCE COMPANY,

By his attorneys,

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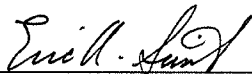


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November 10, 2006

Certificate of Service

I hereby certify that a copy of the foregoing Motion for Approval of Amendment to Zurich Information Technology Services Agreement and the Proposed Order Approving the Amendment were sent, this 10th day of November, 2006, by first class mail, postage prepaid to all persons on the attached service list.



Eric A. Smith

THE STATE OF NEW HAMPSHIRE

MERRIMACK, SS.

SUPERIOR COURT

In the Matter of the Liquidation of
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Docket No. 03-E-0106

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Amendment to Information Technology Services Agreement

Amendment to Information Technology Services Agreement (this "Amendment") dated as of the 19th day of October, 2006, by and between Zurich American Insurance Company ("Vendor") having an address at 1400 American Lane, Schaumburg, Illinois 60196, and The Home Insurance Company in Liquidation ("Customer" or "Home") having its principal address at 59 Maiden Lane, New York, New York 10038.

WHEREAS, Vendor and Customer heretofore entered into that certain agreement known as the "Information Technology Services Agreement" (the "Services Agreement") entered into as of December 17, 2003 (the "Effective Date");

WHEREAS, pursuant to the Services Agreement, Vendor provides to Customer certain information technology services the continuation of which are important to its operational efficiency, including electronic data processing, facilities management, systems integration, systems development, telecommunications and related services;

WHEREAS, Customer desires to extend the Initial Term (as defined in the Services Agreement) of the Services Agreement so as to provide certainty with respect to the service provider which will perform this function for Customer;

WHEREAS, the parties hereto agree to amend the Services Agreement to provide that the Initial Term of the Services Agreement will run for a period of ten (10) years from the Effective Date.

NOW, THEREFORE, in consideration of the premises and mutual covenants hereinafter contained, the parties hereto agree as follows:

1. All terms contained in this Amendment and not otherwise defined herein shall, for the purposes hereof, have the same meanings ascribed to them in the Services Agreement.
2. The definition of "Unit Cost" in Section 1 of the Services Agreement hereby is amended to delete the existing definition in its entirety, and substituting in lieu thereof the following new definition:

"Unit Cost(s)" means the actual cost to Vendor to provide Basic Services. Unit Costs incorporate the complete cost (both fixed and variable) of Vendor's and its affiliates' internal resources including overhead and third party resources (e.g., labor, personnel, related expenses, hardware, software, finance charges and facilities) to provide Basic Services as allocated based on Vendor's service allocation keys. Unit Costs shall not be subject to any markup. Unit Costs are stated as charges per: CPU Unit consumed; tape mounted; tape handled; tape

utilization volume per month; disk utilization by gigabyte per month. Unit Costs and the allocation keys will be determined and communicated to Customer not later than December 1 of each year to be effective on January 1 of the following year and will remain constant throughout the year. Unit Costs and/or the allocation keys may be adjusted annually by agreement of Vendor and Customer to reflect changes in pricing by third party vendors and suppliers.”

3. Paragraph 2.2 of the Services Agreement hereby is amended to delete subparagraph (a) in its entirety and replace it with the following new subparagraph (a):

“a. This Agreement shall begin on the Effective Date and, unless terminated earlier under Article 10 hereof, shall continue for a period of ten (10) years from the Effective Date (the “Initial Term”).”

4. Paragraph 7.1 of the Services Agreement is hereby deleted in its entirety and replaced with the following new Paragraph 7.1:

“7.1 Monthly Charge. For the Basic Services, Customer shall pay to Vendor the monthly charge (Monthly Charge”) as may be adjusted from time to time in accordance with and subject to the limitations of this Agreement. The Monthly Charge shall be the product determined by multiplying the Unit Costs by the volume actually used by the Customer during the applicable month. Unless due to an unforeseen increase in Customer’s transaction volume or an increase in costs to Vendor by third party suppliers of services, the parties agree that throughout the Term of this Agreement, the Monthly Charge for Basic Services shall not be increased over the rate of the current CPI, subject to any proportional adjustments in the underlying Monthly Charge resulting from an increase or decrease in the scope of Services provided from time to time”.

5. The following Exhibits to the Services Agreement are hereby amended as follows:

- a. Exhibit C is hereby deleted in its entirety and replaced with the attached new Exhibit C.
- b. Exhibit D is hereby deleted in its entirety and replaced with the attached new Exhibit D.
- c. Exhibit F is hereby deleted in its entirety and replaced with the attached new Exhibit F. All references in the Services Agreement to the term “Operating Level Agreement” are hereby replaced with the term “Service Level Agreement”.

- d. Exhibit G is hereby deleted in its entirety and replaced with the attached new Exhibit G.
 - e. Exhibits A, B and H are hereby deleted in their entirety.
6. Except as otherwise provided herein, all terms and conditions of the Services Agreement shall remain in full force and effect.
 7. This Amendment may be executed in counterparts by one or more of the parties named herein (including via facsimile), and all such counterparts when so executed shall together constitute the final agreement as if one document had been signed by all parties hereto; and each counterpart, upon execution and delivery, shall be deemed a complete original, binding the party or parties subscribed thereto upon the execution by all parties to this Amendment.
 8. Each of the undersigned persons represents and warrants that such person is authorized to sign this Amendment on behalf of the party for which such person is signing, and that such person has the full power and authority to bind such party to each and every provision of this Amendment, subject to the approval referenced in Paragraph 9 herein. This Amendment shall be binding upon and inure to the benefit of the undersigned parties and their respective representatives, successors and assigns.
 9. This Amendment is subject to and effective upon the approval by the New Hampshire Superior Court for Merrimack County (the "Court"), being the court before which liquidation of the Customer is presently pending. The Customer agrees that it will make reasonable efforts to obtain the Court's approval of this Amendment as soon as possible after execution of this Amendment by the parties.

IN WITNESS WHEREOF, Vendor and Customer have executed this Amendment as of the day and year first above written.

Zurich American Insurance Company:

By: *MAREN*
 Name: MAREN
 Title: CIO
 Date: 10/20/06

The Home Insurance Company
 in Liquidation:

By: *Peter A Bengelsdorf*
 Name: Peter A. Bengelsdorf
 Title: Special Deputy Liquidator
 Date: 10/28/06

LAW DEPARTMENT

Date: 10/20/06

Approved By: *Wm*

Exhibit C

Backup Procedures

Revised on 3-May-06

Mainframe Backup Procedures

The Zurich ISP provides the following data backups for the HOME supported mainframe environment.

- **Full Pack Backups** - The ISP runs batch jobs that create full pack system backups of the HOME LPAR Tuesday through Sunday. These full pack backups are sent to an offsite location the next calendar day. The batch jobs have a jobname beginning with J00BIWK_n (for daily jobs) and J00WEEK_n (for weekly jobs).
- **MVS & Tape Catalogs Backups** - The ISP runs daily batch jobs which backup the MVS & Tape catalogs. These backups are sent to an offsite location the next calendar day. The batch jobs for the MVS catalog backups are J00CATBK & J00CATUP. The Tape catalog backup is called J00T0010.
- **Incremental Backups** – The ISP runs daily batch jobs which provide incremental backups (files are backed up if file changed). These backups are duplexed and sent to an offsite location the next calendar day. HSM provides incremental daily backups.

The tape files sent offsite for HOME have unique tape numbers for other Zurich ISP supported business Units and these tapes remain in the offsite location until the file with the longest retention date on the tape has meets its retention date.

The ISP uses Iron Mountain as the offsite service provider for all HOME offsite tapes. Tapes remain at Iron Mountain until expiration.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

Exhibit D

**HOME Insurance
Contingency & Disaster Recovery Plan**

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

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HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

Chapter 1 PLAN OBJECTIVES

SECTION A MISSION STATEMENT

The Farmers I.T Disaster Recovery Group will partner with the business units and various I.T departments in the coordination of the enterprise-wide disaster recovery activities for mission critical applications in both mainframe and distributed platforms, required in completing processes that is critical to the continuity of Farmers business operations. Our focus throughout will be to coordinate regularly scheduled disaster recovery test activities, perform ongoing gap analyses, and bring up recovery issues, as we know them. We will demonstrate leadership by providing disaster recovery budgetary recommendations to I.T departments, and ongoing consultancy for customer critical business functions that are the responsibility of the Corporate Business Resumption Planning Group.

SECTION B PURPOSE OF THE PLAN

The purpose of the Emergency Response Team Contingency & Disaster Recovery Plan is to reduce the number of decisions to be made, if and when an incident occurs at the Data Centers. The Plan is used as a guide in responding to an incident, and as a guide in recovering the Data Center operations following the incident.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION C OBJECTIVES OF THE PLAN

- To detect and report actual or potential emergencies/disasters early;
- To protect and safeguard the employees, customers, and visitors before, during, and after the disaster;
- To prevent or reduce loss of equipment, critical data, vital records, and facilities;
- To restore the activities of the Data Centers within a reasonable time, using accurate instructions as detailed in the plan;
- To properly train and orient the Emergency Response Team to carry out the plan;
- To conduct regular testing of the plan to ensure its accuracy and readiness; and
- To review, update the plan and ensure its adequacy in coping with emergencies or disaster.

SECTION D GENERAL ASSUMPTIONS

The following general assumptions will govern the implementation of this Plan:

1. The Plan assumes that the Los Angeles Data Center, or the Zurich Canada, or the Oklahoma Service Center, or the Distribution Center (OPC) of Farmers Group, Inc. has been severely disabled by fire, water, or sabotage. Magnetic media may or may not be destroyed. Equipment is not recoverable within a reasonable period.
2. The Plan assumes that the Los Angeles Data Center, or the Zurich Canada, or the Oklahoma Service Center, or the Distribution Center (OPC) of Farmers Group, Inc. is destroyed. Magnetic tape media stored in the Tape Library were ruined, and cannot be recovered.
3. The Plan further assumes that telephone service is interrupted, and mail or courier service may not be available.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION E LIMITATIONS

The I.T Emergency Response Team Contingency & Disaster Recovery Plan is not a substitute for wise judgment, nor it is a set of rigid rules that must be followed at all costs. It must be considered as the starting point, or the basis upon which all actions must begin. It must be treated as a workbook, and a mechanism for gathering the necessary data, to implement a comprehensive and effective plan for recovery of the Data Centers.

The Plan does not include user-oriented elements, such as damage to software products or diskettes. It does not include damage to the computer systems, which according to policy are the property and responsibility of individual departments. It does not include items that are the function of Auditing, such as fraud.

The Plan does not include areas covered by the Corporate Business Resumption Plan, such as:

- Customer Critical Business Functions:
 1. Functions that is required to complete processes that are critical to the customers' perception of the business.
 2. Functions considered essential to the ongoing operation of the company or business unit.
 3. If these functions could not operate, there would be a significant adverse impact upon the products/services provided by Finance and Administration.
- Protection and safeguarding of employees, customers, and visitors.
- Maintenance of the Employee and Executive Emergency Communication (800) System.
- Provide for emergency sustenance (food, water, flashlight, and other emergency supplies.)
- Provide for employee transportation.
- Oversee business recovery operations of the Home Office complex, various Service Centers, Branch Claims Offices, Branch Legal Offices, State Offices, DMMs and agency force.
- Rebuilding of Farmers owned properties.
- Evaluate magnitude of the disaster and conduct damage assessment.
- Maintain communications with the public and the news media regarding the safety of employees, status of operations, and other immediate news related to the emergency and operations.
- Provide assistance to the I.T Disaster Recovery Team where needed.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION F RESPONSIBILITIES

SECTION F1 I.T DISASTER RECOVERY GROUP

1. The recovery of mission critical applications in both mainframe and distributed platforms required in completing process that is critical to the continuity of the business.
2. Act as consultant for non-mission critical applications in both mainframe and distributed platforms that are the responsibility of the Business Resumption Group.
3. Act as consultant for budget and other monetary issues including CAP requests, FTEs, hardware and CPU capacity, that are the responsibility of individual functions.
4. Define Recovery Time Objective (RTO).
5. Define Recovery Point Objective (RPO).
6. Create and maintain backups of mission critical applications.
7. Retrieve media from offsite vault.
8. Regular maintenance of the Emergency Response Team Contingency & Disaster Recovery Plan.
9. Coordinate regularly scheduled disaster recovery test activities.
10. Perform ongoing DR Gap Analysis.
11. Bring up DR issues as soon as known to the DR Group.

SECTION F2 SYSTEMS OPERATIONS GROUP

1. The restoration and recovery of the Operating Systems, catalogs, and systems and applications data.
2. Maintenance of weekly full volume backups.
3. Identify software needed at the backup site.
4. Establish and maintain restore procedures.
5. Ensure availability of hardware resources and capacity requirements (DASD, CPU, MIPS) at the recovery site.
6. Ensure availability of full time employees to support DR activities both in actual disaster and test environment.
7. Budget for personnel resources, hardware resources and capacity requirements (DASD, CPU, MIPS) and travel to/from the recovery site during tests and actual disaster.
8. Inform the DR Group of any changes to the designated Contact Person information.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION F3 DATA PROCESSING OPERATION

1. The availability of hardware resources (such as tape drives, tape racks, scratch cartridges).
2. The availability of full time employees to support DR activities both in actual disaster and test environment.
3. The inventory and management of backup tapes necessary during recovery.
4. Identify replacement equipment needed for recovery effort and return to normal operations.
5. Re-establish support operations.
6. Budget for personnel resources including travel to/from the recovery site during tests and actual disaster.
7. Budget for hardware resources necessary at the recovery site.
8. Maintain vendor agreements that would allow for speedy recovery at the recovery site.
9. Assist in the repair/rebuild of the primary data center.
10. Inform the DR Group of any changes to the designated Contact Person information.

SECTION F4 APPLICATIONS PROGRAMMING GROUP

1. Render assistance to the DR Group where needed.
2. Inform the designated Contact Person that he/she has been designated to assist the DR Group in case of problems during recovery.
3. Introduce and familiarize the designated Contact Person with his/her role once called upon to assist the DR Group.
4. Document processes the Contact Person needs to do, such as: where to go, what to bring, whom to contact, and what files and programs to support.
5. Maintain Department's Contact List.
6. Document potential problems that are application-related based on possible scenarios. These scenarios could include those that arise during normal day-to-day operations.
7. Inform the DR Group of any changes to the designated Contact Person information.
8. Assist the BC DR Group in identifying mission critical applications.
9. Periodic review of recovery instructions and communicate changes to the DR Group on a timely basis.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION F5 CLAIMS RESTORATION NETWORK

1. The fail over and recovery of the NT and UNIX (AIX) environment at the recovery site.
2. The availability of hardware resources (such as servers and EMC DASH) at the recovery site.
3. The availability of full time technical employees to support DR activities both in actual disaster and test environment.
4. Identify replacement equipment needed for recovery effort and return to normal operations.
5. Budget for personnel resources and hardware resources necessary at the recovery site.
6. Maintain vendor agreements that would allow for speedy recovery at the recovery site.

SECTION F6 ERT MEMBERS

1. Temporarily interrupt their normal duties and responsibilities, and perform their designated positions as members of the I.T. Emergency Response Team, during disaster production test runs, and in case of a disaster.
2. Report to primary or alternate sites.
3. Execute technical recovery and restoration plans.
4. Communicate status to the Command Center.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION G ACTIVATING THE PLAN

The Information Technology Contingency & Disaster Recovery Plan is activated based on the following criteria:

- Annex II, Distribution Center (OPC1), OKC facility becomes uninhabitable.
- Outside Officials (Fire or Police Department) set an indeterminate time for entry into the building.
- It is obvious, such as damage from earthquake, fire, or civil disturbance.

If the incident cannot be controlled and lost time becomes critical to the Los Angeles Center, Farmers, Zurich Canada and Foremost Distribution Centers (OPC), and Oklahoma Service Center, the Information Technology Recovery Team Officer or the alternate, should call the Facilities Team Business Recovery Coordinator. The BR Coordinator will coordinate with the Executive Team Business Recovery Officer the activation of the Corporate Business Recovery Plan.

Once the Information Technology Contingency & Disaster Recovery Plan is activated, all normal duties and responsibilities cease to exist. Reporting hierarchy changes to those reflected on the Emergency Response Team Call Trees, until the IT Recovery Team Officer receives instructions from the Facilities Team BR Coordinator to declare that business is back to normal operation.

SECTION H CRITICAL APPLICATIONS CRITERIA

Function of BCP included for reference only not a responsibility.

When determining the criticality of an application (mainframe-based or distributed computing), the following criteria should be adhered to:

1. Affects the cash flow of the company, such as collection of insurance premium.
2. Payment of Claims.
3. Time sensitive state mandated forms, such as cancellation notices.
4. Critical reports or items that cannot be reproduced by other means.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION I SERVICE LEVEL AGREEMENT

The Disaster Recovery Team will do everything possible to restore and recover in the most efficient time so the customers will experience the least down time. The following is an acceptable down time validated by the business units.

DATA CENTER	SLA
Los Angeles Data Center (including Farmers Life)	72 hours**
Oklahoma Service Center (CRN) & Foremost	72 hours**
Schaumburg Data Center	72 hours**
Zurich Canada (HOME)	72 hours**

*Recovery within 72 hours allows access to the online system based on the system availability schedule. Once the online system is recovered, business users can begin to log on and input transactions. Batch will be processed normally.

**72 hours do not include shipment of media to LADC from Chino, Iron Mountain, First Federal. Allow a maximum of 24 hours for shipment before recovery can begin. In the event there is a lack of resources (hardware & capacity) at the recovery site, FACTS/Work Comp and Foremost will be recovered first.

SECTION J RETURNING TO NORMAL BUSINESS OPERATIONS

- An assessment will be made at the time of recovery if the original site is inhabitable.
- If not, an alternate location will be determined with the Farmers Real Estate functional department.
- Going back to normal processes will be determined at that time due to uncertainties of unknown variables.

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

Chapter 2 EMERGENCY RESPONSE TEAM

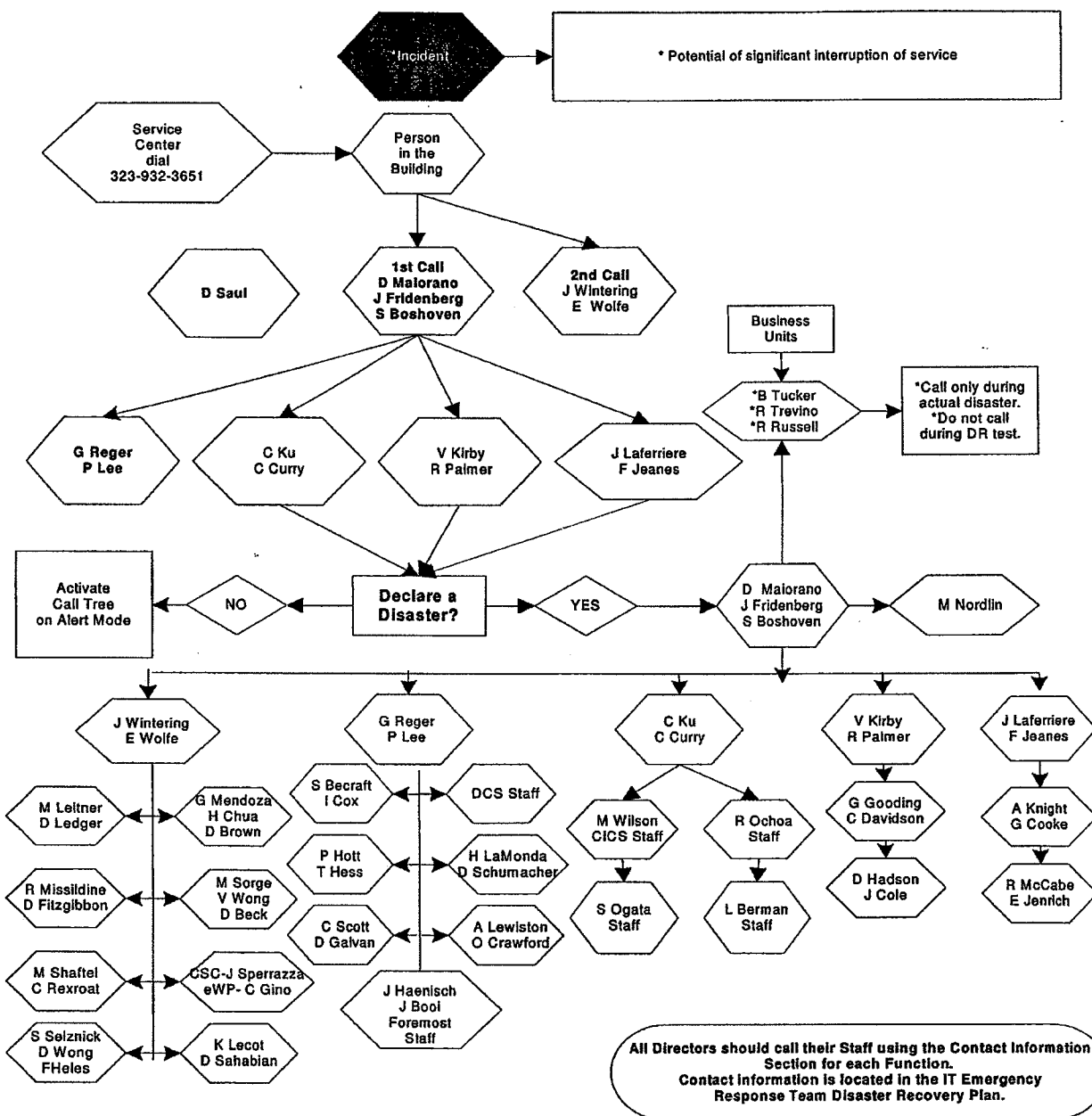
The Emergency Response Team (ERT) Call Trees were developed to facilitate communication among Information Technology Management and key personnel responsible for making decisions affecting the recovery of the Los Angeles and Distribution Center (OPC), and Oklahoma Service Centers. The ERT Call Tree is not an organizational chart and lines and boxes do not indicate reporting structure.

NOTE1: Once the Call Tree is activated and the ALTERNATE member was reached first, call the PRIMARY member in your group. Keep trying until the PRIMARY member is reached.

NOTE2: If you are the first one contacted, call UP then call your assigned group. Keep trying until one member of the Recovery Team Officers or the Management Group is reached.

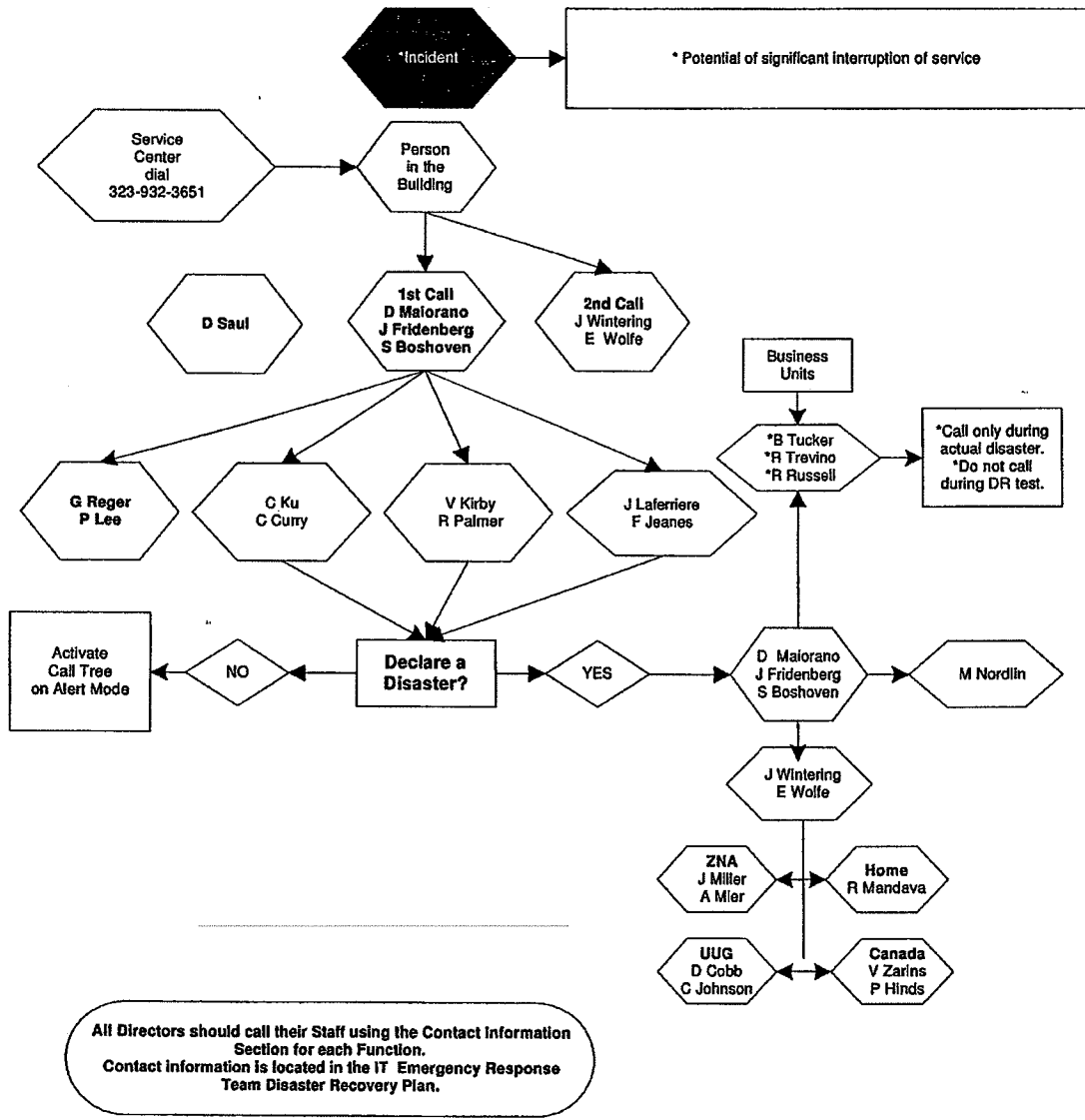
HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION A CALL TREE



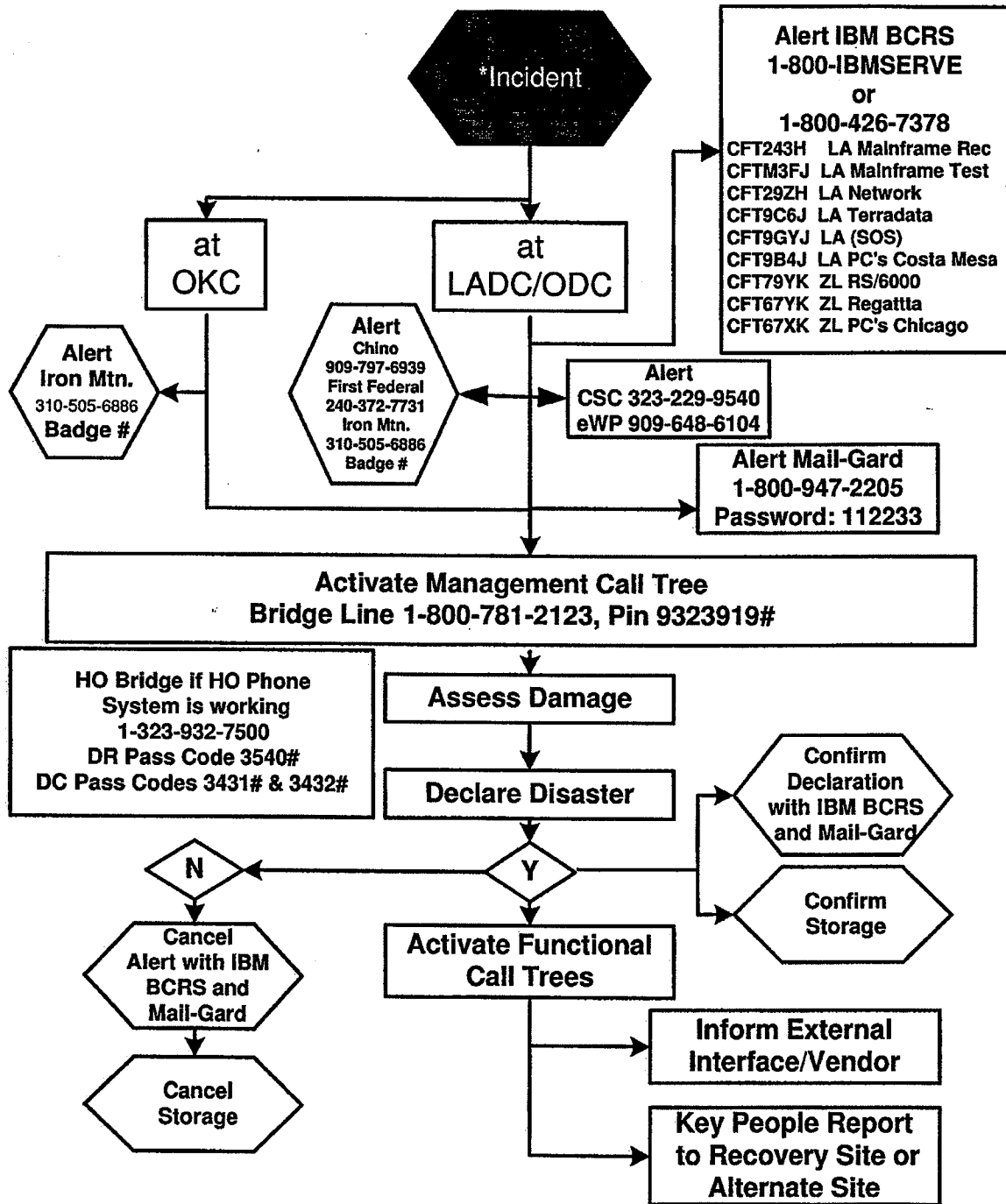
HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION A CALL TREE - CONTINUE



HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION AA INITIAL RESPONSE



HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION B OFFSITE STORAGE

DATA CENTER	OFFSITE STORAGE	CONTACT
LADC	First Federal 75 West Watkins Mill Road Gaithersburg, MD 20878-9855	Michael Murphy 1 st W# 301-548-9676 2 nd H# 703-978-3885 3 rd C# 240-372-7731
LADC	Iron Mountain 19771 Pauling Road Foothill Ranch, Ca 92630	George Martinez W# 949-598-7000 x210 C# 949-279-4240
LADC	Chino Warehouse 13950 Ramona Avenue Chino, CA 91710	Warehouse Manager Frank Gonzales – Primary H# 909-797-6939 C# 909-648-1586 W# 909-839-2051 83-612 Warehouse - Building Technician Jose Velez – Alternate H# 626-918-5889 W# 909-839-2052 C# 626-393-5665
OKC/CRN	Iron Mountain 19771 Pauling Road Foothill Ranch, Ca 92630	George Martinez W# 949-598-7000 x210 C# 949-279-4240

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

Chapter 3 LOGISTICS

SECTION A ALTERNATE SITES

DATA CENTER	ALTERNATE SITE	CONTACT
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Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

DATA CENTER	ALTERNATE SITE	CONTACT
LADC	IBM Gaithersburg; 800 N. Frederick Ave Bldg 183 Gaithersburg, MD 20879	Renee M. Panzella IBM/IGS Business Continuity & Recovery Services Service Delivery Program Manager IBM Certified Executive Project Manager Office: 877-251-3828 Cell: 813-494-6467
OKC & SCHAUMBURG	IBM Sterling Forest 300 Long Meadow Road, Bldg 2 Sterling Forest, NY 10979	Renee M. Panzella IBM/IGS Business Continuity & Recovery Services Service Delivery Program Manager IBM Certified Executive Project Manager Office: 877-251-3828 Cell: 813-494-6467
OPC	Mail-Gard 65 Steamboat Drive Warminster, Pa 18974	Taylor Dotson W# 215-957-1007 Ext 124
OKC CRN	Mail-Gard 65 Steamboat Drive Warminster, Pa 18974	See Contact Above.

Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION B COMMAND CENTERS

The Facilities Team Business Recovery Officer has duplicate keys to 4680, 4700 (Annex I), and 4750 (Annex II) Wilshire Boulevard facilities.

LOS ANGELES DATA CENTER		
CHOICE	LOCATION	PHONE#
#1	Annex I Cafeteria 4700 Wilshire Boulevard Los Angeles, CA 90010	Security on Duty 323-932-3960
#2	Hudson House 728 S. Hudson Los Angeles, CA 90010	Security on Duty 323-932-3960
#3	Radisson Plaza Hotel 3515 Wilshire Boulevard Los Angeles, CA 90010	Associate Director of Sales & Catering 213-368-3009 213-381-7411
<p><i>In the event of an earthquake and the buildings are not safe to occupy, proceed to the parking lot behind Annex II and decide a more suitable meeting place as soon as the group is gathered together.</i></p> <p><i>If you are unable to travel to Los Angeles, proceed to the Los Angeles Support Center:</i></p> <p><i>Address: 2423 Galena Avenue, Simi Valley, CA 93065</i></p> <p><i>Contacts: Carlo Cruz, Office Services Manager</i> <i>Home/Cell#: 805-857-1278</i> <i>Work#: 805-583-7006</i></p> <p><i>Laura Oldt, Personal Lines Manager</i> <i>Home#: 805-531-0471</i> <i>Work#: 805 583-7006</i> <i>Cell#: 805-428-0592</i></p>		

Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

OKLAHOMA CITY SERVICE CENTER		
CHOICE	LOCATION	PHONE#
#1	Oklahoma Service Center 2401 NW 23 rd Street Oklahoma City, OK 73107	Security on Duty Jim Strong 405-947-3130
<p><i>In the event of an earthquake and the buildings are not safe to occupy, proceed to the parking lot directly in front of the facility and decide a more suitable meeting place as soon as the group is gathered together.</i></p>		

Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION D NO COMMUNICATIONS

Once you become aware of the disaster situation and for any reason you are unable to make contact with the members of the Emergency Response Team:

For LADC,

- Call the Farmers Insurance Group Employee Emergency Communication Message Center:
 1. Using a touch-tone telephone, dial 1-800-394-0856
 2. Listen to the instructions, and then press the appropriate keys.

FOR LADC, OKC, FOREMOST DISTRIBUTION CENTER:

- Proceed to the Command Center (see Command Center Section for listing) based on the following time line.

In the event of an earthquake and the buildings are not safe to occupy, proceed to the parking lot behind Annex II and decide a more suitable meeting place as soon as the group is gathered together.

DISASTER TIME LINE

12:01 am-6:00 am	6:01 am-12:00 am	12:01pm-12:00am
If the I.T. ERT Team members are unable to contact each other by telephone by 10:00 a.m. the day of the disaster or emergency, proceed to the #1 Command Center (see Command Section) for an emergency meeting.	If the I.T. ERT members are unable to contact each other by telephone by 4:00 p.m. the day of the disaster or emergency, proceed to #1 Command Center (see Command Center Section) for an emergency meeting.	If the I.T Emergency Response Team members are unable to contact each other by telephone by 10:00 a.m. the day of the disaster or emergency, proceed to #1 Command Center (see Command Center Section) for an emergency meeting.

Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION E COMMAND CENTER CHECK LIST

- ☞ Identify individuals present
 - are all ERT groups represented?
 - identify who has not been reached yet
 - what actions were taken to contact those that are not reached?
 - can the group make effective decisions without the missing person?

- ☞ Assess the situation
 - what is the extent of damage?
 - to physical structure (floor, walls, ceiling)
 - to the utilities/equipment (power, lighting, heating, air conditioning, plumbing, elevators)
 - were there any injuries?
 - is the building structurally safe for immediate occupancy?
 - are there any toxic substances present?
 - what is the estimated time to repair (days, weeks, months, years)?

- ☞ Determine if Plan should be activated
 - will the company's cash flow be greatly affected by the suspension of business operation?
 - Yes No
 - if no, when should the decision be reviewed again?
 - should the Disaster Recovery Plan be activated? Yes No
 - for how long (3 days, 1 week, one month, or until we are able to safely return to the facility)?
 - should Application Programming be represented at the remote location?

- ☞ Communicate decisions to interested parties
 - who will notify the Disaster Recovery Coordinator? How?
 - who will notify DP personnel of the activation of the Plan? How?
 - who will notify the Programming Division? How?
 - who will notify executive management
 - of the disaster situation?
 - of the initial assessment of damage to building, computer equipment, communications facilities, and essential data?
 - of personnel injuries?

Problems & Issues:

Resolution:

Initials: _____ Start Time: _____ End Time: _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

- of the expected processing delays
- of the recovery plan activities?
- ☞ Other related matters
 - security of ERT Team Members' family
 - others (such as confirmation of Disaster Recovery Command Center)

Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____

HOME INSURANCE CONTINGENCY & DISASTER RECOVERY PLAN

SECTION F DEALING WITH THE MEDIA

MESSAGE TO THE MEDIA

"Farmers Insurance Group of Companies activated its Business Resumption Plan. The (4601, 4680, 4700, 4727, 4750, or 4751 Wilshire Boulevard facility or OKC, or the Foremost Distribution Center) is not operational due to the (nature of disaster) or is open for business. All employees should call the (Los Angeles Employee Emergency Communication Center 800 number or the OKC/OPC emergency number) for instructions. Farmers will continue to provide services to its customers through its Regional Offices, Service Centers, and local agents. Questions concerning claims and other policy matters should be directed to your Farmers agent.

HOW TO CONTACT THE MEDIA

Authorized Personnel Only

When initiating the contact, Farmers authorized representative should ask to speak with the person working on the disaster story, explaining that some information from one of the state's largest insurers is being made available.

WHEN TO RESPOND TO MEDIA

Return all media calls right away, or make sure someone is available to do so. If Farmers authorized representative contacts the media, generally this should be done within 24 hours of the catastrophe, and even if limited information is available.

WHAT TO SAY WHEN BEING INTERVIEWED

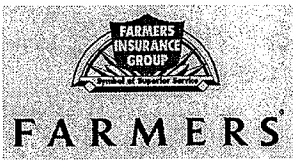
"No comment", refer to Manager.

Be fair and considerate with media people and answer simple questions that you are capable of answering. Any request for full-blown interviews should be directed to Corporate Communications.

Problems & Issues:

Resolution:

Initials: _____ **Start Time:** _____ **End Time:** _____



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EXHIBIT F

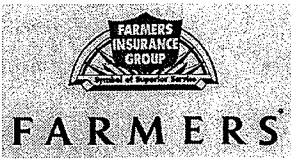
SERVICE LEVEL AGREEMENT

between

ZURICH AMERICAN INSURANCE COMPANY ("VENDOR" or "ZTS")

and

THE HOME INSURANCE COMPANY IN LIQUIDATION
('CUSTOMER' OR 'HOME')



NA ISP Service Level Agreement



Purpose and Objectives

This Service Level Agreement (SLA) outlines those services provided by Zurich American Insurance Company. It is the intention of both parties that this SLA will enable a clear understanding of the level of service to be provided, the monitoring arrangements, and enforcement to drive performance (both short and long term). It is a partnership agreement defining expectations and commitments between The Home Insurance Company in Liquidation (HOME) and Zurich American Insurance Company (VENDOR).

The SLA will be used to set and monitor performance between VENDOR and HOME. The SLA supports the commitment to continuous improvement and performance management throughout the organization to ensure both parties are mutually successful. This process will help to define and focus on key services and service levels to enable all involved Zurich entities to achieve superior and sustainable performance. This SLA defines the services provided during normal operations. In the case of a declared disaster, pertinent Disaster Recovery SLA(s) will sepercede this agreement.

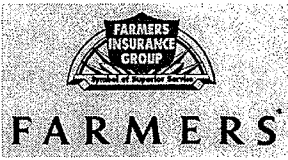
The negotiation of the SLA is based upon the principles of Mutuality, Transparency, Commitment, Value Adding, and Simplicity as described below.

Mutuality - SLAs are mutually agreed upon documents, signed by HOME and VENDOR, identifying key responsibilities and commitments within both the respective organizations. A partnership approach to agreement, managing performance and encouraging innovative thinking will ensure we focus on the right solutions. Either party in the agreement will inform the other of any significant changes that may affect the amount or type of services required due to the changing needs of the business.

Transparency – VENDOR and HOME will agree to the costs and quality of services. The performance measures will be made available to everyone involved.

Commitment – Once agreed, a commitment exists for both parties to meet the service levels set forth in the SLA and to identify and notify the other partner in advance of any factor which threatens the service level of a given SLA.

Simplicity - minimizes the time spent setting, managing and administering internal agreement conflicts with the goal of adding value to the business.



NA ISP Service Level Agreement



The SLA will achieve these principles by:

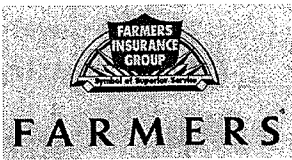
- outlining the formal interface between VENDOR and HOME.
- describing the service items and service levels
- outlining rules, procedures, and responsibilities.
- defining a reporting structure for reviewing the actual service levels achieved against SLA specifications
- defining a process that allows changes and continuous improvements to service levels and the overall scope of service to be made in a controlled and structured manner.

Services to be provided under this agreement include:

- **Core / Non-Discretionary Services:** services defined as essential by VENDOR and HOME. These services are a minimum set delivered for the business partner and the proportion of charge by business unit is communicated to them. Negotiations for the allocation of charges for these services are to be determined by senior IT and business management. They are included in the SLA for informational purposes only and to highlight the service quality levels to be expected.
- **Discretionary / Demand-Driven Services:** those services driven by usage and/or demand from the Business Units. Allocation methodologies, rates and usage of these services are at the sole discretion of each Business Unit and intended to be governed by this SLA document.
- **Special Projects:** those activities resulting in the development and delivery of unique and/or enhanced services for a given Business Unit. These activities will be covered under separate Project Agreements. However, this SLA document will define common conventions applicable to all special projects. Negotiations of these projects are to be completed individually and are included in the SLA for informational purposes only.

The policies governing the provision of services under this agreement are as follows:

- services will be delivered based on the service levels documented herein
- actual service levels will be monitored, reported, and evaluated against the Service Level Agreement
- VENDOR and HOME are only responsible for those requests that are logged via the channels documented herein
- the performance measure provides an indicator of the benefit of each service to the business (e.g. reliability of resolution within a given period). This measure will be tracked either monthly or quarterly and will provide an indication of performance/improvement.
- the baseline goals should be agreed to by both VENDOR and HOME
- a commitment made by the business unit is needed to support achievement of the service level or financial charge target.

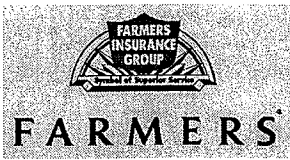


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SERVICE LISTING AND RESPONSIBILITY MATRIX

Services Provided By TSD	Key Activities Performed	Responsibility		Performance Measures
		TSD (ZTS/ITS)	HOME	
Production Application Hosting – Mainframe & Distributed Systems (i.e., AS400)	Host Environment Planning			Application Availability Response Time Change Management Problem Notification Joint planning meetings Production Job Scheduling Outbound tape processing
	• Identify host environment requirements	ZTS	HOME	
	• Capacity planning	ZTS	HOME	
	Monitoring		HOME	
	• Production environment		HOME	
	• Transaction response times	ZTS		
	Operating	ZTS		
	• Production IMS			
	• Production batch scheduling & run time support	ZTS		
		ZTS		
	• Production on-line			
	• Storage media			
	• Report delivery			
	• Tape management	ZTS	HOME	
	Change Management	ZTS		
	• Notify of planned application changes			
	• Notify of planned data center changes	ZTS		
	• Upgrade data center hardware, software	ZTS	HOME	
	• Submit application production changes	ZTS		
	• Install application production changes		HOME	
		HOME		
Fault Isolation & Resolution				
• Notify HOME Help Desk of problems	ZTS			
• Notify HOME of data center problems	ZTS			
• Isolate & resolve application problems	ZTS			
• Isolate & resolve system problems				
• Communicate application outage incidents				
• Communicate system outage incidents				



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Services Provided By TSD	Key Activities Performed	Responsibility		Performance Measures
		TSD (ZTS/TTS)	HOME	
Application Test Hosting – Mainframe & Distributed Systems (i.e., AS400)	Monitoring <ul style="list-style-type: none"> • Testing environment • Transaction response times Operating <ul style="list-style-type: none"> • Test IMS • TSO • Test batch • Storage media Fault Isolation & Resolution <ul style="list-style-type: none"> • Notify data center of problems • Isolate & resolve application problems • Isolate & resolve system problems Service Reporting <ul style="list-style-type: none"> • Communicate data center outage incidents 	ZTS ZTS ZTS ZTS ZTS ZTS ZTS ZTS	 HOME HOME HOME HOME	Availability (Test IMS & TSO) Response Times
Disaster Recovery	Disaster Recovery Planning <ul style="list-style-type: none"> • Identify critical applications • Develop DRP plan Disaster Recovery Testing <ul style="list-style-type: none"> • Participate in drills • Conduct DR drills Disaster Declaration Critical Applications Restored	 ZTS ZTS ZTS ZTS	HOME HOME HOME HOME	Successful execution of disaster recovery plan (cost effective, buy-in, test or actual)



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Services Provided By TSD	Key Activities Performed	Responsibility		Performance Measures
		TSD (ZTS/ITS)	HOME	
External Data Communications (Network)	Network Planning			Network availability Change execution
	• Identify network requirements	ZTS	HOME	
	• Capacity planning	ZTS	HOME	
	Monitoring			
	• Network utilization	ZTS		
	• Transaction response times	ZTS	HOME	
	• Network Availability	ZTS	HOME	
	Operating			
	• Network			
	• Provide backup service			
	• Manage WAN provider			
	Change Management			
	• Notify of planned location & application changes	ZTS		
	• Notify of network changes	ZTS		
	• Upgrade network hardware, software	ZTS	HOME	
Fault Isolation & Resolution				
• Notify Customer Support Center of problems	ZTS			
• Notify HOME of network problems	ZTS	HOME		
• Isolate & resolve network problems		HOME		
Service Reporting				
• Communicate network outage incidents	ZTS	HOME		
Security Administration (All Platforms)	Security Infrastructure			Security of infrastructure USERID Processing turnaround GITS Assessment
	• Collaborate with HOME and GITS to establish security framework	ZTS	HOME	
	• Administer security processes	ZTS	HOME	
	• Collaborate with ITS/ZTS and HOME in security planning and development for systems and application software	ZTS		



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Service Listing

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Core / Non-Discretionary Services: Mainframe Hosting Services

1.0.0	Service Provider	ISP – Mainframe Hosting Services			
1.0.1	Charging Object	Peak CPU Units Non-peak Units			
1.0.2	Service Description / Key Activities Performed	Mainframe Hosting Services – All mainframe processing services providing supporting the Farmers and ZNA Application Services. These MIPS costs include the hardware, staff and third party costs supporting the provision of Mainframe Hosting Services.			
	Service Metric	Service Level:	Green	Yellow	Red
1.1.0	Overall Mainframe Availability For All Companies	99.6% at 7x24x365, except for planned outages. Planned outages to be no more than 1% of yearly peak availability and no more than 10% of annual non-peak availability	99.6% or Better	98% to 99.5%	< 98%
1.2.1	Return To Service	Less than 1 hour in 85% of unplanned outages	85% or better	75% to 84.9%	< %75
1.2.2		Less than 4 hours in remaining 15% outages	All remaining within 4 hrs	At least 75% of remaining within 4 hrs	< %75 of remaining within 4 hrs
1.3.0	Planned Outages	Planned outages will be scheduled and announced at the IT Change Management Meetings.	All planned outages announced	1 planned outage not announced	> 1 planned outage not announced
1.5.0	IT Customer Support: General	Provide Level 2 systems support to all customers. The team will log, track, and coordinate resolution for all calls. Logging and tracking will be performed utilizing INFO Management or Service Center			
1.5.1	IT Weekend Customer Support	None			
1.5.2	Weekday Problem Support – 0500 Hrs to 1700 Hrs PT	Resolve 90% of all calls within 1 business day.	90%	88% to 89.9%	< 88%
1.5.3		Resolve remaining 5% within 3 business days.	5% or more	4.5% to 4.9%	< 4.5%
1.5.4		Resolve remaining 3% within 30 business days.	2% or more	1.8% to 1.9%	< 1.8%
1.5.5		Resolve remaining 2% within 15 business days.	All remaining	At least 85% of remaining	< 85% of remaining
1.5.6		Note: One Business Day is the span of time on a single calendar day, ending by 1700 Hrs PST			
1.5.7	After Hour Support	None			
1.5.8	Management of System Problems/Outages	Data Center Operations will identify and make all notifications of System problems/outages within the first 30 minutes during business hours –	30 Min. or less	31 to 45 Min.	> 45 Min.



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1.5.9		Data Center Operations will identify and make all notifications of System problems/outages within the first 60 minutes during non-business hours.	60 Min.	61 to 90 Min.	> 90 Min.
1.5.10		Note: Updates will be made to management hourly as appropriate.			
1.11.0	Measurement Method / Frequency	<p>Monthly Operational Performance Review Reports with the following exceptions:</p> <p>Management of system problems/outages: On the individual problem tickets opened, tracked, and closed.</p> <p>In the event that an SLA is not being met, a complete evaluation of the environment will take place and recommendations will be made to the BU to reassess the SLA</p>			

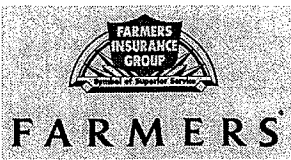


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Core / Non-Discretionary Services: DASD Management

2.0.0	Service Provider	ISP – Storage - DASD			
2.0.1	Charging Object	Gigabytes			
2.0.2	Service Description / Key Activities Performed	DASD Storage: All DASD Services supporting Farmers Application Services, including the hardware, staff and third party costs.			
	Service Metric	Service Level:	Green	Yellow	Red
2.1.0	Percent Of Usable Space	Up to 85% of installed Mainframe DASD at each site will be made available to all applications. If usage exceeds 85%, the Storage Group will add additional space to bring usage back below 85%. The Distributed Storage team will maintain and manage all aspects of DASD storage. The team also will use the "Storability" software suite to report and capacity plan for future growth requirements as needed.	85% of DASD available	80% to 84.9% of DASD available	< 80% of DASD available
2.2.1	Requests for additional DASD/SAN	Space requests for less than 10 volumes (or 30 gigabytes) of DASD will be processed within 1 business day 95% of the time	95% on time	90% to 94.9%	<90%
2.2.2		The remaining 5% will be processed within 5 business days	All remaining within 5 days	At least 75% of remaining - within 5 days	< %75 of remaining - within 5 days
2.2.3		If more than 10 volumes (or 30 gigabytes) of DASD storage space is requested, space requests will be processed within 5 business days 95% of the time	95% on time	90% to 94.9% on time	< 90% on time
2.2.4		and within 10 business days for the remaining 5%	All remaining within 10 days	At least 75% of remaining within 10 days	< %75 of remaining within 10 days
2.2.5		Note: 1. If funds for procurement of large requests for DASD are not included in the annual budget, delivery of additional DASD will be separately negotiated. 2. All requests will be made through a Change Management Record (Farmers) or a Demand Management Request (ZNA).			



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Core / Non-Discretionary Services: Tape Management

3.00	Service Provider	ISP Data Center Services –Tape Mgt.			
3.01	Charging Object	Gigabytes			
3.02	Service Description / Key Activities Performed	Tape Mounts: All tape mounting & storage services, both virtual and physical, supporting the Farmers/ZNA Application Services. This includes offsite backup and recovery for mainframe and distributed platforms. The charging object includes the hardware, software, media, staff and third party costs.			
	Service Metric	Service Level:	Green	Yellow	Red
3.1.0	Distributed Tape Services				
3.1.1	Tape Backups	99.0 % successful backup of all Wintel, AS/400 and UNIX servers. All new backup requests must be submitted via the ISP Request System or through the Demand Management system. Note: Each backup request will be completed to satisfy the business need for recovery or DR back-up. Refer to the XYZ manual for specific backup requirements.	99% success	94% to 98.99%	< 94%
3.1.2	File restores for Production Servers (tapes located on-site)	Critical application restores (i.e.: those impacting production availability) will be initiated immediately upon notification by XYZ and completed within NN hours.	100% on time	95% to 99.9% on time	< 95% on time
3.1.3		Non-critical restore requests will be completed within 2 business days, Monday - Friday, (if the request is received by 1000 hrs CT).	100% on time	95% to 99.9% on time	< 95% on time
3.1.4		Non-critical requests received after 1000 hrs CT, Monday – Friday, will be completed within 3 business days.	100% on time	95% to 99.9% on time	< 95% on time
3.1.5		Note: All restore requests must be submitted via the ISP Request System.			
3.1.6		File restores for Production Servers (tapes located off-site)	Non-critical restore requests will be completed in 3 business days, Monday – Friday (if the request is received by 1000 hrs CT).	100% on time	95% to 99.9% on time
3.1.7		Non-critical requests received after 1000 hrs CT, Monday – Friday, will be completed within 4 business days.	100% on time	95% to 99.9% on time	< 95% on time
3.1.8		Note: All restore requests must be submitted via the ISP Request System.			
3.1.9		Standard Priority Tape Recalls	Tape recalls will be completed in 1 business day, (if the request is received by 1000 hrs CT, Monday – Friday).	100% on time	95% to 99.9% on time
3.1.10		After 1000 hrs CT, Monday – Friday, the tape will be recalled in 2 business days.	100% on time	95% to 99.9% on time	< 95% on time
3.1.11		Note: All normal tape recall requests must be submitted via the ISP Request System			



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3.1.12	Emergency Priority Tape Recalls	Emergency tape recalls will be completed in 1 business day, Monday – Friday (if the request is received by 1000 hrs CT, Monday – Friday). Note: All emergency tape recall requests must be submitted via the ISP Request System. The requester should be aware that they may be asked to pay any recall fees.	100% on time	95% to 99.9% on time	< 95% on time
3.2.0	Mainframe Tape Services				
3.2.1	Tape Backups	99.0 % successful backup of all DR and other critical datasets following DR backup scheduled (previously published) Note: All backup requests must be submitted via the ISP Request System or through previously scheduled production batch jobs in CA-7 or JobTrac. Each backup request will be completed to satisfy the business need for recovery or DR backup.	99% success	94% to 98.99%	< 94%
3.2.2	File Restores	Less than one hour from receipt of request in 85% of all unplanned outages	85% within 1 hr	80 to 84.9% within 1 hr	< 80% within 1 hr
3.2.3		The remaining 15% will be processed within 4 hours	All remaining within 4 hrs	At least 75% of remaining within 4 hrs	< %75 of remaining within 4 hrs
3.2.4	Standard Tape Recalls	Tape recalls will be completed within 1 business day, if the request is received by 10:00 am PT, Monday – Friday.	100% on time	95% to 99.9% on time	< 95% on time
3.2.5		After 10:00 am PT, Monday – Friday, tape recalls will be completed in 2 business days.	100% on time	95% to 99.9% on time	< 95% on time
3.2.6		Note: All normal tape recall requests must be submitted via the ISP Request System/RFS System.			
3.2.7	Emergency Priority Tape Recalls	Emergency tape recalls will be completed in 1 business day, Monday - Friday. Note: All emergency tape recall requests must be submitted via the ISP Request System/RFS System. The requester should be aware that they may be asked to pay any recall fees.	100% on time	95% to 99.9% on time	< 95% on time
3.3.0	Measurement Method / Frequency	Monthly Operational Performance Review Reports In the event that an SLA is not being met, a complete evaluation of the environment will take place and recommendations will be made to the BU to reassess the SLA			



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Service Level Agreement



Core / Non-Discretionary Services: Distributed Computing Services – Unix/AS400 Hosting

6.0.0	Service Provider	ISP – Unix/AS400			
6.0.1	Charging Object	OS Instance			
6.0.2	Service Description / Key Activities Performed	Distributed Computing Services: All distributed computing service activities supporting the Farmers and Zurich North America Application Services. This includes Servers, Storage, Software, and Support Staff			
	Service Metric	Service Level:	Green	Yellow	Red
6.1.0	Availability	Hardware and Operating System 99.6% 7x24x365 excluding planned outages	99.6%success	95% to 99.5% success	< 95% success
6.2.0	Production Support	99.6% at 7x24x365, except for planned outages. Planned outages to be no more than 1% during yearly peak availability and no more than 10% of annual non-peak availability. NA ISP support will respond to any issue within 15 minutes of notification.	99.6% success	95% to 99.5% success	< 95% success
6.3.1	Test/Development/QA Support:	7x24x365, excluding planned outages. Planned outages to be no more than 1% during yearly peak availability and no more than 10% of annual non-peak availability.	100% on time	95% to 99.9% on time	< 95% on time
6.3.2		NA ISP support will respond to any issue within 15 minutes of notice.	100% on time	95% to 99.9% on time	< 95% on time
6.3.3		Note: Because test and development servers are not under maintenance agreement, if vendor assistance is required no specific service level can be provided.			
6.4.0	Measurement Method / Frequency	Monthly Operational Performance Review Reports Note: BMC perform/predict tool set will be used. In the event that an SLA is not being met, a complete evaluation of the environment will take place and recommendations will be made to the BU based on their availability expectations			



NA ISP Service Level Agreement



Core / Non-Discretionary Services: Data Network Services

8.0.0	Service Provider	ISP - Network Services			
8.0.1	Charging Object	Bandwidth			
8.0.2	Service Description / Key Activities Performed	Network Services: Equipment and services required to deliver information across both the local area network (LAN) and wide area network (WAN). This includes for example, routers, switches, circuits, backup lines, cabling, and the overlaying protocols and networking technologies that transport data, as well as the Internet Infrastructures.			
	Service Metric	Service Level:	Green	Yellow	Red
8.1.0	Design Level 1/Category 1	Definition: The highest level of redundancy that is intended only for the core data center locations and interconnectivity between them. Failure of a single component will have no significant impact in either functionality or connectivity; however, performance may be minimally impacted. As a result this is the most costly infrastructure to design, build, and support. Typical implementations include Los Angeles HO, Schaumburg, Oklahoma City, and Baltimore.	N/A	N/A	N/A
8.1.1	Network Availability	99.8% of the time averaged over the reporting period.	99.8% availability	95% to 99.7% availability	< 95% availability
8.1.2	Return to Service (RTS)	90% of all network related outages returned to service within 4 hrs.	90% RTS in 4 hrs	88% to 89.9% RTS in 4 hrs	< 88% RTS in 4 hrs
8.1.3		Remaining 10% returned to service within 8 hours.	All remaining RTS on time	At least 85% of remaining RTS on time	< 85% of remaining RTS on time
8.1.4	Network Performance	A maximum of 80ms round trip delay between WAN nodes as measured for each packet.	100% under 80ms	98% to 99.9% under 80ms	< 98% under 80ms
8.2.0	Design Level 2/Category 2	Definition: Applies to locations or areas where user count is 200+, or where extremely high availability is required. It includes a great deal of redundancy in both the hardware configuration and circuits to significantly reduce the risk of failure impacting more than 50% of the population in a given area. Typical implementations include major regional offices, and service centers, Toronto, Omaha, etc.	N/A	N/A	N/A
8.2.1	Network Availability	99.8% of the time averaged over the reporting period	99.8% availability	95% to 99.7% availability	< 95% availability



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ZURICH

8.2.2	Return to Service (RTS)	90% of all network related outages returned to service within 4 hours.	90% RTS in 4 hrs	88% to 89.9% RTS in 4 hrs	< 88% RTS in 4 hrs
8.2.3		Remaining 10% returned to service within 8 hours.	All remaining RTS on time	At least 85% of remaining RTS on time	< 85% of remaining RTS on time
8.2.4	Network Performance	A maximum of 80-millisecond roundtrip delay between WAN nodes as measured for each packet.	100% under 80ms	98% to 99.9% under 80ms	< 98% under 80ms
8.3.0	Design Level 3/Category 3	Definition: Applies to locations where the user count is more than 20 users and still less than 200 users. Physical equipment is <u>not designed to be redundant</u> and as a result may include one or more single points of failure. Efforts are taken to provide redundancy at the circuit level by providing backup such as ISDN or dialup. Additionally, each location has minimal backup power to sustain the network equipment in the event of short duration power outages.	N/A	N/A	N/A
8.3.1	Network Availability	99.5% as measured monthly during normal business hours 0700 hrs CT-1900 hrs CT.	99.50% availability	95% to 99.4% availability	< 95% availability
8.3.2	Return to Service (RTS)	90% of all network related outages returned to service within 4 hrs.	90% RTS in 4 hrs	88% to 89.9% RTS in 4 hrs	< 88% RTS in 4 hrs
8.3.3		Remaining 10% returned to service within 8 hours.	All remaining RTS on time	At least 85% of remaining RTS on time	< 85% of remaining RTS on time
8.3.4	Network Performance	The network will be designed to provide a maximum of 120-millisecond roundtrip delay between WAN nodes as measured for each packet.	100% under 120ms	98% to 99.9% under 120ms	< 98% under 120ms
8.4.0	Design Level 4/Category 4	Definition: Designed to be applied at locations with typically less than 20 people and where there is no redundancy in either hardware or circuits. The transport technology may include a Digital Subscriber Line (DSL) service and rely in part on the Internet as a partial Transport between the end location and the Zurich data center	N/A	N/A	N/A
8.4.1	Network Availability	The Internet provider of transport services does not offer an SLA.			
8.4.2	Return to Service (RTS)	Services and restoration will be provided on a best-effort basis.			
8.4.3	Network Performance	No SLA available because of the unpredictable nature of transport services.			
8.5.0	Measurement Method / Frequency	Monthly Operational Performance Review Reports Note: In the event that an SLA is not being met, a complete evaluation of the environment will take place and recommendations will be made to the BU to reassess the SLA			



NA ISP Service Level Agreement



Core / Non-Discretionary Services: Voice

9.0.0	Service Provider	ISP – Telecommunications services			
9.0.1	Charging Object	Head count			
9.0.2	Service Description / Key Activities Performed	Telecommunications Services: encompass a variety of related services, ranging from the administration of telephone systems and services to ensuring that the telecommunications networks meet the availability expectations of the business.			
	Service Metric	Service Level:	Green	Yellow	Red
9.1.0	ISP Managed Phone Systems	<p>Definition: Phone systems, voice mail systems, basic ACD and network services providing basic telephone services (dial tone, call answering and call direction) that are under direct management and control of the Network Services organization.</p> <p>The SLAs exclude adjunct systems/features including, Automatic Call Distribution Reporting (ACD), Voice Response units (VRU), Reporting Systems, etc. which are covered separately.</p>			
9.1.1	Network and System Availability	99.99%, Outages are measured as any malfunction that affects more than 20% of staff at a given location.	99.99% or Better	99% to 99.98%	< 99%
9.1.2	Return to Service (RTS)	90% returned to service of all telecom related outages within 4 hours	90%	88% to 89.9%	< 89%
9.1.3		Remaining 10% of outages returned to service within 8 hours	All remaining within 8 hrs	At least 75% of remaining within 8 hrs	< %75 of remaining within 8 hrs
9.2.0	ISP-Managed Phone Systems Adjuncts	This SLA covers the phone system adjuncts which are typically server based and used to augment the services provided by the Phone systems	N/A	N/A	N/A
9.2.1	Network and System Availability	99.5% Outages are measured as any malfunction that affects more than 20% of staff at a given location.	99.5% or Better	99.00% to 99.49%	< 99%
9.2.2	Return to Service (RTS)	90% of all network related outages returned to service within 4 hrs	88% to 90%	86% to 87.99%	< 86%
9.2.3		Remaining 10% of outages returned to service within 8 hours	All remaining within 8 hrs	At least 75% of remaining within 8 hrs	< %75 of remaining within 8 hrs
9.3.0	Non ISP-Managed Phone System Adjuncts	ISP Network Services will provide support based upon availability for systems not under the direct management and control of the network services organization	N/A	N/A	N/A
9.3.1	Network and System Availability	N/A	N/A	N/A	N/A
9.3.2	Return to Service	N/A	N/A	N/A	N/A
9.4.0	Large Moves/Adds/Changes	Definition: Affecting more than 100 users	N/A	N/A	N/A



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ZURICH

9.4.1	New Site	100% of moves will be completed within nine months from notification with firm lease and completed floor plans.	100% on time	95% to 99.9% on time	< 95% on time
9.4.2	Same Site	100% of moves will be completed within two months from notification with firm plans	100% on time	95% to 99.9% on time	< 95% on time
9.4.3	Software Only	100% of moves will be completed within two weeks from notification with firm plans. Software only assumes no new equipment or first time locations.	100% on time	95% to 99.9% on time	< 95% on time
9.5.0	Medium Moves/Adds/Changes	Definition: Affecting 50 to 100 users	N/A	N/A	N/A
9.5.1	New Site	100% of moves will be completed within six months from notification with firm lease and completed floor plans.	100% on time	95% to 99.9% on time	< 95% on time
9.5.2	Same Site	100% of moves will be completed within one month from notification with firm plans	100% on time	95% to 99.9% on time	< 95% on time
9.5.3	Software Only	100% of moves will be completed within one week from notification with firm plans. Software only assumes no new equipment or first time locations.	100% on time	95% to 99.9% on time	< 95% on time
9.6.0	Small Moves/Adds/Changes	Definition: Affecting less than 50 users	N/A	N/A	N/A
9.6.1	New Site	100% of moves will be completed within four months from notification with firm lease and completed floor plans.	100% on time	95% to 99.9% on time	< 95% on time
9.6.2	Same Site	100% of moves will be completed within two weeks from notification with firm plans	100% on time	95% to 99.9% on time	< 95% on time
9.6.3	Software Only	100% of moves will be completed within one business day from notification with firm plans for non-call center changes. Two business days from notification with firm plans for call center related activity. Software only assumes no new equipment or first time locations.	100% on time	95% to 99.9% on time	< 95% on time
9.7.1	Cell Phone Ordering	Respond to all requests within four hours	4 Hours	4 - 4.9 Hours	5 Hours or Longer
9.7.2		Process all orders by COB the next business day	COB Next Day	COB 2 Days	> COB 2 Days
9.7.3		Note: Delivery will be SLA will be that of the specific vendor and not that of the North America ISP.			
9.8.0	Measurement Method / Frequency	In the event that an SLA is not being met, a complete evaluation of the environment will take place and recommendations will be made to the BU to reassess the SLA			

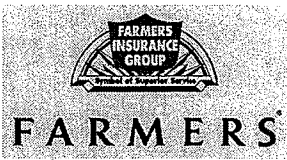


NA ISP Service Level Agreement



Core / Non-Discretionary Services: Disaster Recovery

13.0.0	Service Provider	ISP - Disaster Recovery			
13.0.1	Charging Object	N/A			
13.0.2	Service Description / Key Activities Performed	The North American ISP offers a fully integrated suite of disaster recovery services and assists with the evaluation, development and implementation of disaster recovery software, hardware and network solutions based on specific business needs. In the unlikely event of a catastrophic loss to the Los Angeles, Schaumburg, Omaha, OKC, Baltimore (eZSB only), and Toronto environments, all processing and data for the applications in scope will be restored and made current to the user where feasible. This service is primarily devoted to the recovery capabilities of the Mainframe, UNIX, Wintel and WAN processing environments.			
	Service Metric	Service Level:	Green	Yellow	Red
13.1.0	Application Recovery	IT processing and data recovery for the applications define in scope will be restored and made current to the user where feasible.	N/A	N/A	N/A
13.1.1	Mainframe	Restoration of production systems within 3 to 5 days from declaration of disaster, with the following exceptions – e-Agent (funding request in progress for future inclusion).	100% of the time	N/A	< 100% of the time
13.1.2		Restoration of limited development environment for ZNA within 5 days.	100% of the time	N/A	< 100% of the time
13.1.3	Distributed – Mission Critical Systems	Restoration of mission-critical and business-critical production systems within 7 to 10 days from declaration of disaster, with the following exceptions – Consumer SAP.	100% of the time	N/A	< 100% of the time
13.1.4	Disaster Recovery Testing	The Disaster Recovery team executes at least 1 disaster recovery exercise per year for mainframe and distributed environments, testing both Corporate and Consumer applications. The scope of each test will be reviewed and approved by both the Consumer and Corporate business unit continuity officers. A summary report of each disaster recovery exercise will be provided within 30 days of the completion of each exercise.	1 or more exercises/ year for each platform and each major BU.	N/A	< 1 test year/platform m



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Corrective Action Process

Business partner issues should be brought to the attention of the Farmers/Zurich Global IT relationship managers at the equivalent level. The recipient of an issue will engage in discussions with the business partner to determine the cause of the service dissatisfaction and to agree on corrective action. Unresolved issues are escalated within the Farmers/Zurich Global IT relationship management hierarchy (see below) and are raised as a Relationship Issue with the Service Management Group.

IT Relationship Management Hierarchy

Role	Business	Farmers/Zurich Global IT
Senior Relationship Manager		Ron Riddehough
Area Relationship Manager		Joe Roper
Release Relationship Manager		
Support Relationship Manager		
Relationship Manager		

Service Reviews will be held quarterly.

Ad hoc Service review meetings may be called at the request of either party.

The purpose of this type of review will be to assess the adequacy of services and to identify changes that may be needed in services, service levels, or to the agreement itself.

The objectives of the review are:

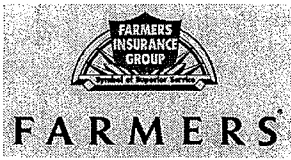
- to introduce new service standards
- to review service delivery since the last review
- to address major deviations from current service standards
- to resolve (or reach agreement on a method for resolving) any conflicts or concerns about service delivery
- to evaluate services in light of current business needs and available resources
- to discuss changes planned or in progress to improve service effectiveness
- to negotiate changes, as needed, to service levels, responsibilities, service tracking, reporting, or other matters deemed pertinent.

The review session will be conducted jointly by the service provider and the business unit and involve representation from Service Management.

The service provider will maintain the agenda; members of either organization may submit items for the agenda.

Meeting reports describing SLA status and actions taken will be published and distributed to all members of the relationship management hierarchy listed above.

Follow-up status reports will be provided as needed monthly until all issues are resolved.



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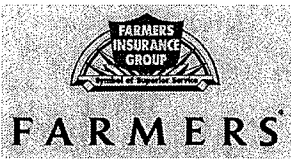


Service Change Process

VENDOR and HOME jointly own this SLA. This document may not be altered without the consent of both parties. When agreed upon, changes to the document will be made by Farmers/Zurich Global IT. Anyone in the relationship management hierarchy may initiate a change request. Changes requested are to be documented using the following form and submitted to Service Management via the relationship manager.

ISSUE:

DESCRIPTION:			
DOCUMENT SECTION (CHECK ONE)	SERVICE LISTING PERFORMANCE MEASURES COSTING METHODOLOGY CUSTOMER TRACKING ISSUE RESOLUTION		
PROPOSED CHANGE:			
CHANGE TO STANDARD SERVICE LEVEL?		YES	NO
PROS/CONS (i.e., reasons for doing/not doing — excludes benefits):			
BENEFITS:			
COSTS:			
FINAL RESOLUTION:			
DECIDED BY:	ESCALATED:	YES NO	DECISION DATE: SIGNATURE:



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Customer Tracking and Reporting

For each service described in this document, tracking mechanisms and reporting processes are defined and used.

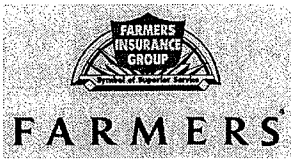
To measure the effectiveness of services provided, Farmers/Zurich Global IT will report to the client the actual performance measurements against the agreed targets. These reports will be at intervals agreed with the client and include any future performance measures agreed by both parties.

Neither party will be liable for delay or failure to perform their part of the agreement due to circumstances beyond their control.

Report	Responsible	Purpose	Distribution	Frequency and Timeliness
Customer Invoice	Service Management	Summarize cost tracking	Relationship management hierarchy	Monthly, by the 10 th of each month
SLA Performance	Service Management	Provide comparison of actual performance versus service levels	Available to all; posted on line	Monthly, by the 10 th of each month

Special or Ad hoc Reporting Request Policy:

To be agreed upon if necessary by both the service provider and the business partner.



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Lanier Printing Service Level 1

Description:

HOME Applications to be printed and finished by the end of the next business day, following receipt of the print file.

Service Level:

1. 98% of the application printed and finished by close of business on the business day following receipt of the print file.
2. If availability of print file is beyond four hours late of its average availability time, any volume late due to this late availability of the print file, will not be included in the "late count". All reasonable attempts to get this mail, or as much as possible, out on time will be made.
3. If the cycle volume is above 120% of its average cycle volume, any volume late which exceeds 120% of the average cycle volume, and that is a direct result of the increased volume, will not be included in the "late count". All reasonable attempts to get this mail, or as much as possible, out on time will be made.
4. See Addendum

Calculation:

The number of application reports/packages produced on time divided by the total number of daily reports equals the on time percentage to be reported monthly by application and total.

Responsibilities:

Customer:

5. Manage the application development and maintenance efforts to minimize application abends.
6. Notify the CDC Manager as soon as application problems are suspected or encountered.
7. Participate in quarterly planning meetings and keep CDC aware of growth and upcoming changes in volume or requirements.
8. Minimize application reprocessing leading to redundant printing and finishing.
9. Support funding requests for approved increases in capacity and/or staffing.
10. Execute jobs earlier in the cycle, where possible, to expedite processing.
11. Notify CDC as soon as it is determined that a print file is not needed to avoid wasting printer/finishing time.
12. Notify customer immediately when a document is destroyed and needs to be reprinted.
13. Return originals back to customer after job completion.

CDS:

14. Maintain hardware capacity to support known workload for both printing and finishing environments to avoid schedule constraints.
15. Respond immediately and appropriately to problem notification.
16. Inform the Customer Liaison as outlined in the Application Profile Sheets when problem situations are resolved.
17. Participate in quarterly planning meetings and recommend modification to delivery schedules as needed to avoid crisis situations.



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18. Research and recommend workload changes, scheduling changes and other strategies for delaying capacity and/or staffing increases.

19. Report daily performance via e-mail on current status of all work being processed.

HOME Printing Service Level 1 Addendum

Description Requirements:

As a result of HOME's outsourcing its Data Center operations to ZTS, Lanier Professional Services will assume the mainframe printing operations. The HOME closeout processing begins on the first business day of each month, excluding holidays. Specifically, Lanier will be required to **complete the printing of the Claims Exhibits report no later than the 3rd business day of the month and shipped to HOME's customers no later than the next day from when Lanier receives the file.** The Claims Exhibit outputs should not exceed 6 boxes of paper on non-quarterly months and between 12-15 boxes on the quarterly runs. There are 2 additional monthly jobs that will create a low volume of Claim Exhibits that are to be printed and mailed by the end of business the day after receipt of the file.

Additionally, Lanier will be required to print low volume weekly Claim Exhibits reports on Monday afternoons after job J83S0700 completes. HOME will initially schedule this job until ZTS completes the conversion to their scheduling system. At that time ZTS will administer the scheduling of this job.

There may be between 1 and 10 'On Request' jobs that produce Claim Exhibits output during the month. All these special requests will generally produce only low volume output and should be mailed by the end of business the day after receipt of the file. HOME, upon request will ask Lanier to overnight the special request Claim Exhibit output back to New York.

During the month, periodic standard reports will be spooled to Lanier for printing and mailed to designated recipients on the Dispatch header sheets. HOME will provide Lanier with all the mailing information when warranted. The total sum of the non-Claim Exhibits reports should not exceed 6-8 boxes of paper. In the event that HOME expects to exceed its monthly volume from special requests HOME will notify Lanier 1 day prior to it being spooled. Volume higher than 20% of the normal print volume may require additional hours to process. In this case, Lanier will communicate to HOME the expected turn around time.

The handling of Claim Exhibits by Lanier will include:

- 1. The Claim Exhibit Output will be printed, inserted and delivered to the presort house by the end of the next business day, following receipt of the complete file. The Claim Exhibit output should not exceed 30K sheets of paper on non-quarterly runs and 50k sheets of paper on the quarterly runs.**
- 2. HOME will have additional special pre-printed form requirements during the course of the year that will have to be printed by Lanier. HOME will provide samples and work with Lanier, as they become known.**

Change Management Process

Exhibit G

Change Management Process

Change Management Process

ISP Generated Changes

A ISP change is any change that impacts the production operating environment. Production is any software affecting any Application that is backed by a Service Level Agreement, and affects service to our clients (both internal and/or external). Most of our test environments are backed by a Service Level Agreement, and therefore, are considered part of the production environment. In addition, a ISP change request must be submitted for any hardware change which may impact service to our clients.

Change Window

A change must be implemented after 17:00 CST on Friday and before 07:00 CTS on Monday to be considered a normal change. Any change outside of this time frame is considered an , exception, requiring the approval of the immediate Director, and EMERG1 approver group Exception changes should have an explanation of why the change needs to be performed outside the Change Management Guidelines.

Any change that is to fix a production problem and has a supporting incident ticket should be considered Emergency changes. These too will require the approvals of immediate Director and Emerg1 approval groups.

Change Preparation

Any known change, future or immediate, is entered into the Peregrine ServiceCenter Change Management System. When defining change requirements all change requests must comply with established change standards and procedures published within this document. Prior to completing a change request, please consider the following:

- Determine what type of impact or outage the change will have,
- Choose a date/time with minimal conflict with other changes
(refer to the Window of change section above)
- Identify if change type is standard or emergency (refer to the Change Window section above)

Note that the Start time of a change includes time required for system shutdown and the End time of a change includes times required for system startup and/or back-out process.

Change Management Process

In addition to completing the fields of the form, the following information must be included for every change:

- A description of the Change and its impact on the system(s)
- What testing is required by the user?
- What procedural changes will be required after the change is implemented?
- What is the implementation date?
- What changes are prerequisites to successors to this implementation?
- What is the implementation plan including checkpoint determining success back-out?
- What Companies, Business Units and Data Center's are affected?
- What is the back out plan?
- All High Level changes require a detailed Implementation/Backout Plan.

Change Management is a liaison between the change requester and the users of the system. The users of any Data Center component include the Business Unit as well as the Operations staff. Therefore, the information provided with a change request will be communicated and coordinated with the Business Unit users. In addition, any changes that may affect standards or procedures will be coordinated with the standards review board or the area responsible for maintaining the documented procedures.

Complete a change request form and submit to management for approval.
Note: (use Notes e-mail to alert management approval and Change Management group to apply Director approval for Emergency and Exception changes)

Change Management will approve a change request upon receipt of the Director's approval and if it adheres to established guidelines.

Change Meetings

Changes for implementation that week must be entered into the Change Management System prior to the Preplanning Meeting at 3:00 pm on Tuesday. Managers can approve changes prior to this meeting; however, approval can be provided at the time of the meeting if the manager is in attendance. All changes for that week will be discussed at the Preplanning Meeting. ISP Change Management, Change requesters and/or their manager must be in attendance at this meeting and will review the request for adherence to other Change Management standards and guidelines to ensure the requested time is coordinated with all other changes.

Any change that is received after the Preplanning Meeting (3:00 pm on Tuesday) is considered an exception, requiring approval by the Immediate Director and EMERG1 approver. The ISP Change Management Timeline is produced on Tuesday

Change Management Process

at 4:00 pm and distributed to the BU Liaisons at ISP staff. This report will be used for the Change Advisory Board on Wednesday at 9:00 am

All changes are presented to the client companies at the Wednesday Change Advisory Board. The times for each company are: . (location of meeting and/or dial in number)

ZA	09:00
UUG	09:15
P&D	09:30
MIG1	09:45
HOME	10:00

During this meeting, the Client company is informed of the changes and accepts, denies, or postpones the request. The BU's decision is based on processing requirements or application testing/implementation that had not been previously communicated to the Change Management group. Each Business Unit is requested to provide upcoming processing needs and any other changes that are also being scheduled for implementation to eliminate any last minute rescheduling.

A representative from each area planning to implement a change must be in attendance at the ISP Change Advisory Board and should be prepared to answer questions from the client companies regarding the change.

On Friday, at 9:00 am PT, a follow-up Weekend Change Planning Meeting will be held to discuss the final logistics of the weekend activity. All change implementers are required at this meeting as well as the Operations staff that will be on-site during the change window.

One of the following numbers can access this phone line:

1. (847) 605-3400 = Press 2004 – external phone line
2. (800) 936-5873 – Press 2004 – external phone line
3. 3400 – Press *2400 – internal phone line

Blue quick reference cards are available from Change Management.

Change Management Process

Application Change Guidelines

Change Window Test CICS Changes can be performed twice a week on each company. The implementation windows are as follows:

ZA/MIG

Monday, effective Tuesday, or Thursday, effective Friday. Packages should be cast at least on the day prior, with an execution window of 04:00 on Tuesday or Friday.

F&D/UUG/HOME

Monday, effective Tuesday, or Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 20:00 on Monday or Thursday. The changes will be effective when the regions come up on Tuesday or Friday.

Production CICS Changes can be performed once a week on each company. The implementation windows are as follows:

ZA Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 04:00 on Friday. The changes will be effective when the regions come up on Friday.

F&D Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 20:00 on Thursday. The changes will be effective when the regions come up on Friday.

UUG Monday, effective Tuesday. Packages should be cast at least one day prior, with an execution window of 20:00 on Monday. The changes will be effective when the regions come up on Tuesday.

MIG Friday, effective Saturday. Packages should be cast at least one day prior, with a execution window of 04:00 on Saturday. The changes will be effective when the regions come up on Saturday.

HOME Friday, effective Saturday. Packages should be cast at least one day prior, with an execution window of 04:00 on Saturday. The changes will be effective when the regions come up on Saturday.

Change Management Process

Type, Change

The following describes the models for all change types.

BAU (Business as Usual)

Low risk, low impact changes that are performed routinely and the requestor underwrites the risk (no approvals are required.) Change may be implemented at any time.

Minor (Informational)

Changes that are not service affecting but must be approved. Examples: PDU Inspection, Wiring Swap, Computer Operations Procedure (COP), Remove unused cable, add new users to VMCF or CPF, minor routine updates performed with implementation software such as Endeavor.

Standard

A Standard Change is any change that has the potential to be service affecting. It must adhere to IT requirements for Lead Times and Change Windows.

Major

A Major change is a time bound Standard change that requires a high degree of synchronization across the business and support areas.

Emergency

An immediate change required in response to a production problem. For a change to be considered an Emergency Change there must be an associated open problem ticket.

Exception Processing for any of the change types outlined above

A Minor, Standard, or Major change that is critical to the business but must be implemented outside of the normal change windows and/or without regard to defined lead time requirements. This is not a unique type of change but rather a processing path that is mandated by business needs. Selection of Exception processing allows the change to override lead times and change windows.