

FUJITSU RESTRICTED
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Fujitsu Services Ltd CHANGE CONTROL NOTE (CCN)		CCN NO: 1718	
CCN TITLE: Changes in Respect of Ongoing Provision of the Counter Access Report		CHANGE ADMINISTRATION USE ONLY. CR NO: RTQSR0003682 CP NO: CP7408 (2851)	
RELEASE: Release Independent	EXPIRY DATE: 27 th June 2022		
CCN RAISED BY: Phil Boardman	RAISED DATE: 25 th May 2022		
SUBMISSION DATE: 6 th June 2022			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE:			
ATTACHMENTS: YES / NO [If yes, Number of]: 0			
FUJITSU SERVICES APPROVAL	DATE	POST OFFICE LTD APPROVAL	DATE
SUMMARY and REASON FOR CHANGE: CWO0574 - New Counter Access Report (including the Change Note) agreed to design and implement production of a weekly report on remote access made by the Fujitsu Services support users to RDT and Live Post Office Branch counter systems. Work performed under that CWO0574 also provided for 3 months of ongoing production of the report, the final report produced against that CWO0574 to be provided on Monday 4 th July 2022, thus the first provided under the revised Security Management Service will be produced on Monday 11 th July 2022. This CCN1718 formally agrees the ongoing responsibilities for continued, weekly production of the report as part of the Security Management Service and the increases in Charges for the Security Management Service in respect of these additional responsibilities. These changes are agreed to apply from 11 th July 2022.			
DETAILS OF CHANGE: This CCN1718 agrees additional responsibilities for the ongoing provision of weekly reports of remote access made by the Fujitsu Services support users to RDT and Live Post Office Branch counter systems, as part of the Security Management Service. It also makes changes to the Operational Fixed Charge in respect of the Security Management Service in Schedule D1, in respect of these additional responsibilities.			
PROPOSED REVISION TO WORDING OF THE AGREEMENT (<i>including Schedule reference</i>): Additions to existing clauses or paragraphs are shown <u>underlined</u> , and deletions are shown with a strikethrough .			

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In respect of ongoing Charges for provision of weekly reports of remote access made by the Fujitsu Services support users to RDT and Live Post Office Branch counter systems, add to the Security Management Service: Fixed Charge the amount of £630.70 per month for the years ending 31st March 2023, 31st March 2024 and 31st March 2025. Applicable from 11th July 2022.

Annex E - Variations in Monthly Charges

Add the following entry to the table.

Number of CCN.	Row Changed in Annex B (Description)	Value (£) of Change	Effective Date of Change
CCN1718	Security Management Service: Fixed Charge	£630.70 per month	Starts 11 th July 2022

Revision of Wording in Service Description CCDs**SVM/SDM/SD/0017 - Security Management Service: Service Description**

Paragraph 2.1.19 is amended, as follows:

“2.1.19 MONTHLY-REPORTING**2.1.19.1 Monthly Reporting**

Information Governance staff provide a monthly Information Security Reporting Pack which informs the Management Team, as an input to the Fujitsu Services POA ISMR, of progress towards ISO27001 compliance, results of audits and current risk status. It is intended that the details contained in this report will expand over time. This includes reports from the Operational Security Team such as a summary of the types and numbers of incidents that may impact on the confidentiality, integrity or availability of POA systems.

This report, together with report sub-sets contained in the service review book, is provided to the customer on a monthly basis.

For the avoidance of doubt, this element of Security Management Service is limited to reporting in respect of the HNG-X Application for those elements of the HNG-X System migrated to Post Office Cloud.

2.1.19.2 Weekly Reporting

Security operations resources shall provide a weekly report to Post Office detailing the remote access made by the Fujitsu Services support users to RDT and Live Post Office Branch counter systems.

The report will be provided by Fujitsu Services on a weekly basis and consist of the

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following detail:

- Summary title
- Date and time of access
- Branch code
- Node
- Command Request
- Command Result
- Post Office ServiceNow reference number (where available)
- Rig (i.e. Live or RDT Counters)

Reporting will be carried out 1 week in arrears and will be provided on the first Working Day following the Sunday of each week. The report will be delivered in PDF format, via HORIce, and will show a week's worth of counter access logs for the period Monday to Sunday of the preceding week.”

COMMERCIAL TERMS or CHARGES APPLICABLE IN RESPECT OF THIS CCN (if any):

CWO0574 and Change Note

NEW CCDs and/or CRDs: N/A

Reference	Title	Approved Version & Date

AMENDED CCDs and/or CRDs:

Reference	Title	Previous Version & Date	Approved Version & Date
SVM/SDM/SD/0017	Security Management Service: Service Description	4.0 04/12/2013	8.0 2 months after CCN approval (V7.0 approval is due shortly)

Policies and Standards: N/A

Service Levels (including any Service Level relief required): N/A

P.O. Ltd Responsibilities: N/A

Other: N/A