POL00337668

POL IT Supplier Governance

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Step 1

1. Core Meetings

- Compliment the contractual TOR's.
- Rationale for Supplier Briefings no longer being held
- Use of Web3;
  - Today - S2S & Contract Management
  - Future - SRM e.g. to track supplier meetings & obligations.

Step 2

2. Minimum Frequency of Meetings

- Aligns to the POL Contract Management Framework
- IT Tiering Model
  - Please liaise with your POL CM/VM re specific tiering.

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Core IT Supplier Governance - Meetings

Meetings	High Level Terms of Reference	Outcome	Minuted	POL Attendees
CIO Engagement Meeting	• Relationship (successes/disputes) • Strategic discussions on the direction & transformation of the Services. • Shared gain/risk	• Strategic engagement • Commercial agreement (in principal) on investment	No	• **CIO**
Supplier Relationship Governance Meeting	• Overall success of the relationship, dispute management, approving programmes and initiatives. • Agreeing shared benefits accruing from cost saving initiatives.	• Awareness of key activities, risks & issues	Yes	• CIO • **ITLT Members**
Commercial Review	• Management and administration of the Agreement, Overseeing the carrying out of Work Orders, Reviewing changes to contractual documentation. Monitoring Fujitsu services obligations. First level escalation for disputes.	• Good control of the commercial and contractual requirements; • Issues/Disputes resolved effectively. • Improved collaboration between the parties.	Yes	• **Contract Manager** • Vendor Manager • Client Contract Representative/Lead
Obligations Review	• Review the contractual obligations on both POL and the Supplier	• Unmet Obligations are escalated/raised on the risk Register & escalated where appropriate.	Yes	• **Contract Manager**
Supplier Service Review	• Ensuring continuous improvement, Reviewing operational services performance, Reviewing operational reliability of Infrastructure, Resolving operational issues, Operational Readiness, Capacity management.	• Performance Management, Service Management & SIP's,	Yes	• **Head of Service** • Service Manager • Contract Manager
Supplier Risk Review	• Review the risks provided by the Supplier Risk manager. • Highlight risks outside of IT Risk Tolerance	• Highlights / activities which RM need to govern. • Updated POL IT Risk Register.	Yes	• **IT Risk Lead** • Service Leads • Architects
ISMF	• Completed Supplier questionnaires • IT Security Team analysis of questionnaire responses • ISMF dashboard	• Reviewed ISMF Security Dashboard • Supplier Risk Security Improvement Actions • Updates to the central risk log	Yes	• **IT Security Team** • Contract Manager
Enterprise Architecture Group	• IT Strategy Documents, Technology Roadmaps, Enterprise Technology Selection, Technology Standards, Technology / Product Decisions, Project Architectural Artefacts (L0, L1), Escalations, Cross Platform Impacts, Change Requests	• Key Decisions & Approved Artefacts • Approval to Build Certificate • Guidance to Technology Design Authority (TDA)	Yes	• **Architects**

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Core IT Supplier Governance - Minimum Frequency

Meetings	Tier 1 Frequency (Platinum)	Tier 2 Frequency (Gold)	Tier 3 Frequency (Silver)	Other/Consultancy Frequency (Bronze)	Comments
CIO Engagement Meetings	Monthly	Quarterly	Ad Hoc		
Supplier Relationship Governance Meeting	Monthly	Quarterly	6 Monthly	Annual as 1 single meeting	
Commercial Review	Monthly	Monthly			This includes Contract and Relationship Review
Obligations Review	Monthly	Quarterly			
Supplier Service Review	Monthly	Monthly			
Supplier Risk Review	Monthly	Monthly or included in the Service Review			
ISMF	Monthly	Quarterly	Annually	N/A	Frequency determined by the IT Security Team
Enterprise Architecture Group	As Agreed	As Agreed	N/A	N/A	

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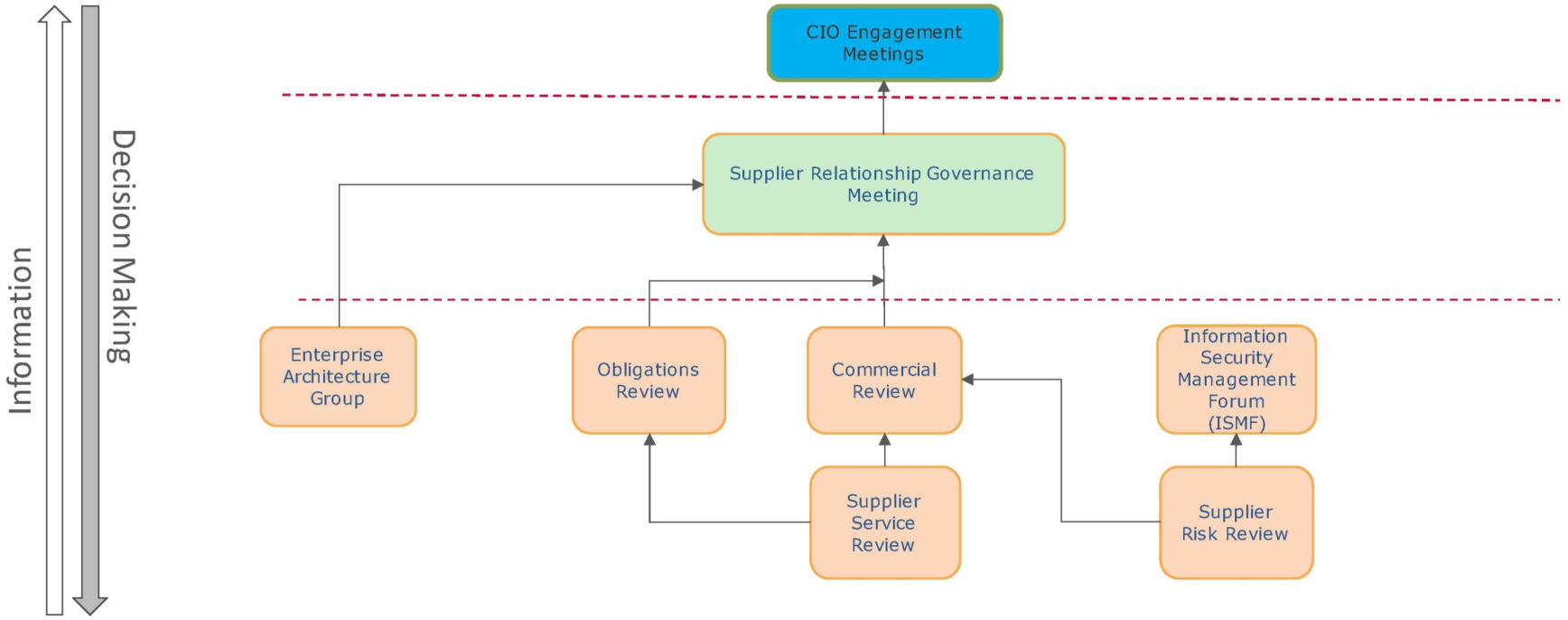
Supplier – Governance & Escalation View



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