

FUJITSU RESTRICTED
COMMERCIAL IN CONFIDENCE

Fujitsu Services Ltd CHANGE WORK ORDER	CHANGE WORK ORDER NO: 0574
CHANGE WORK ORDER TITLE: New Counter Access Report	Fujitsu Services CP NO: 7408 (2851) Post Office RTQ NO: RTQSR0003682
RELEASE: Release Independent	OFFER EXPIRY DATE: 25 th March 2022
CHANGE WORK ORDER RAISED BY: R Bacon	RAISED DATE: 1 st March 2022
ATTACHMENTS: YES/NO	NUMBER OF ATTACHMENTS: 0
PREVIOUS CHANGE WORK ORDER NO(S):	N/A
WILL THIS GENERATE A FUTURE CCN: YES/NO A CCN will be produced to formalise changes to SVM/SDM/SD/0016	
FUJITSU SERVICES BUSINESS OWNER: R Bacon	
POST OFFICE BUSINESS OWNER: J Higgs	
SUBMISSION TO POST OFFICE DATE: 4 th March 2022	

SUMMARY OF WORK:

Post Office require additional Horizon data to be made available to their Security team for their use when dealing with remote access to Branch counters by the Fujitsu Services Support team. In addition to the data in the ISMF monthly management report, Post Office would like a weekly report on all remote access made by the Fujitsu Services support users to Post Office Branch counter systems.

The report will be shared by Fujitsu Services SecOps on a weekly basis via HORIce and consist of the 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 of each week. It will be delivered in PDF format and will show a week's worth of counter access logs for the period Monday - Sunday.

The production of this report will be incorporated into the Management Information Service (MIS), added into section 2.1.6 'Reporting for Information Only' of the MIS Service Description (SVM/SDM/SD/0016). A CCN will be produced to formalise the updates to this CCD.

This CWO covers the effort to develop and test this report, and 3 months of ongoing production of this report following CWO approval. Provision of the report beyond this 3-month period will be covered as part of the ongoing MIS.

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CHANGE WORK ORDER DELIVERABLES:

- New Counter Access Report developed and tested
- Update to SVM/SDM/SD/0016
- Ongoing delivery of report for 3 months

IMPLEMENTATION TIMEFRAME:

Exact dates for progression of this change to be agreed between Post Office and Fujitsu Services upon approval of this CWO and supply of a valid Purchase Order.

Changes and/or re-prioritisations of entries in this schedule may be required as a result of potential impacts/conflicts relating to resource and infrastructure caused by this CWO.

In the event that changes to delivery timescales are identified by Fujitsu Services or Post Office, such changes shall be discussed and agreed at the Demand Planning Forum and managed via change control.

CONDITIONS TO WHICH THE CHANGE WORK ORDER IS SUBJECT:

Acceptance Criteria & Method:

Requirement: Counter Access Report developed and tested

Acceptance Criteria: Counter Access Report produced with content as described above

Acceptance Method: Solution Test

Requirement: Counter Access Report to be provided on a weekly basis to Post Office via HORIce

Acceptance Criteria: Counter Access Report is provided to Post Office on the first working day of each week

Acceptance Method: Document Review

Requirement: SVM/SDM/SD/0016 updated to formalise ongoing charges for the production and delivery of this report on a weekly basis

Acceptance Criteria: SVM/SDM/SD/0016 updated and approved

Acceptance Method: Document Review

Dependencies (e.g. Third Party or Technical):

None

Post Office Responsibilities:

To approve the associated CCN in order to continue provision of report beyond the 3-month period covered under this CWO0574

Other: N/A

CHARGES**Time and Materials**

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Task	Number of Man-Days	Man-Day Rate	Estimated Task Sub Total
None			
Estimated Sub-Total Value			£0.00

Resources

Task	Number of Man-Days	Man-Day Rate	Estimated Task Sub Total
Security Architect (SMGR)	1	£1,738.00	£1,738.00
Service Architecture (SCM)	3	£1,214.00	£3,642.00
SSC & Ref Data (UL)	5	£943.00	£4,715.00
Security (LSE)	6	£838.00	£5,028.00
Project Management * (LSE)	3	£838.00	£2,514.00
Estimated Sub-Total Value	18		£17,637.00

**Potential additional ASM resources*

Resource Estimated Value	18		£17,637.00
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Other Charges

Task or Materials	Quantity	Charges	Item Sub Total
None			
Other Charges Total			£0.00

Licenses

Description and Term	Quantity	Charges	Item Sub Total
None			
Total:			£0.00

Summary

Task or Materials	Quantity	Charges	Item Sub Total
Resource Estimated Value	1	£17,637.00	£17,637.00
Other Charges	0		£0.00
Licences	0		£0.00
Offset for ASM Development Capacity Resources	1	£0.00	£0.00
Charges Total: (excluding VAT)			£17,637.00

Indicative Run Charges

Description	Monthly / Quarterly / Annual	Charge	Item Sub Total
Estimated ongoing provision of report	Monthly	£1,886.00	£1,886.00
Total:			£1,886.00

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CHANGE WORK ORDER STANDARD CONTRACTUAL TERMS AND CONDITIONS (BP/STD/003 v3.0) APPLY. ADDITIONAL TERMS WHERE AGREED **BY EXCEPTION** ARE STATED BELOW:

None

OTHER:

The parties agree that the changes detailed in this CWO, including the specific conditions contained in the existing CT template, constitute a legally binding change to the relevant terms of the Agreement, as though the changes and terms were implemented under the current CT form or CCN.

This CWO includes an ASM split of Development Capacity Resources, and an indication of other resources that may become classified as ASM based on the proposal provided to Post Office on 7th August 2019 (to be incorporated into the Agreement by a new CCN covering the amended ASM arrangements from what was detailed in CCN1642). These are subject to

- timing of CWO approval,
- time of implementation and resource utilisation, and
- Post Office advised priority for ASM usage

The above shall be reviewed at the regular ASM Review meeting.

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Fujitsu Services Limited offers to provide the goods and/or services described in this Change Work Order.

Signed for and on behalf of Fujitsu Services Limited:	
Name	Dan Walton
Title	Delivery Executive
Date of Signature	4 th March 2022

Post Office Ltd Acceptance

Post Office Ltd accepts Fujitsu Services Limited's offer and agrees to purchase the goods and/or services described in this Change Work Order.

Purchase Order Number	
Signed for and on behalf of Post Office Limited:	
Name	
Title	
Date of Signature	

Signed for and on behalf of Post Office Limited:	
Name	
Title	
Date of Signature	