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<b>Fujitsu Services Ltd CHANGE CONTROL NOTE (CCN)</b>		CCN NO: 1732	
CCN TITLE: Extension of the Data Centre Operations Service and Central Network Service from 1 <sup>st</sup> April 2023 to 31 <sup>st</sup> March 2024		CHANGE ADMINISTRATION USE ONLY. CR NO: N/A CP NO: N/A	
RELEASE: Release Independent		EXPIRY DATE: 19 <sup>th</sup> April 2023	
CCN RAISED BY: Helen Venters		RAISED DATE: 28 <sup>th</sup> March 2023	
SUBMISSION DATE: 28 <sup>th</sup> March 2023			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE:			
ATTACHMENTS: YES / NO [If yes, Number of]: 1			
FUJITSU SERVICES APPROVAL  DocuSigned by:  31/3/2023   17:06 BST CC358BBC5280410	DATE	POST OFFICE LTD APPROVAL  DocuSigned by:  30/3/2023   16:46 BST DDF6E66ADA7B405	DATE
SUMMARY and REASON FOR CHANGE:			
<p>Post Office Limited (“Post Office”) has requested that Fujitsu Services Limited (“Fujitsu Services”) extend delivery of the Data Centre Operations Service and Central Network Service under the Agreement from 1<sup>st</sup> April 2023 for an initial term of one year to 31<sup>st</sup> March 2024.</p>			
DETAILS OF CHANGE:			
<h3>1 OVERVIEW</h3> <p>1.1 Prior to this CCN1732, Post Office decided to significantly de-scope the Belfast Exit programme following lengthy technical issues. Post Office has now requested an extension of the Data Centre Operations Service and Central Network Service (Terminating Services). Fujitsu Services is willing to agree to an extension to the Data Centre Operations Service and Central Network Service for a period of one year subject to certain conditions set out in this CCN1732 and to the other changes made by this CCN1732.</p> <p>1.2 This CCN1732 will be entered into by the parties to extend the Data Centre Operations Service and Central Network Service to 31<sup>st</sup> March 2024 if the agreed Refresh Programme 3 has been contractually agreed between the Parties by no later than 31<sup>st</sup> March 2023 and prior to signature of this CCN1732</p>			

CCN1732

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Page No: 1 of 14

FUJITSU RESTRICTED  
COMMERCIAL IN CONFIDENCE

which must take place by no later than 31<sup>st</sup> March 2023.

- 1.3 For the purposes of this CCN1732 including the extension of the term for the Data Centre Operations Service and Central Network Service, the provision of CCN1710 'Operation of HNG-A Gaps, SYSMAN3 and Residual Release 17 Component Infrastructure shall be deemed to be part of the Data Centre Operations Service and Central Network Service and so shall be coterminous with the Data Centre Operations Service and Central Network Service. These Services may be removed from the Agreement as agreed through the Change Control Procedure.
- 1.4 The provision of HNG-X Test Infrastructure (the SV&I, INT and CIT rigs), as described in CCN1705b 'Operation of the HNG-X Test Infrastructure from 1st January 2022 to 31st March 2023' is not extended by this CCN1732 however the Parties hereby agree to extend such services to be coterminous with the Data Centre Operations Service and Central Network Service via agreement of a CCN through the Change Control Procedure including agreement of revised Charges and further refresh activity to be specified by Fujitsu Services.

## 2. CHARGES

Charges for Egenera PAN Manager and Oracle M4000 support shall not be included in the Operational Fixed Charges for the Data Centre Operations Service but shall be managed separately through the Change Control Procedure under CWO0682.

The Operational Fixed Charges for the Data Centre Operations Service are reliant upon the provision of HNG-X Test Infrastructure (the SV&I, INT and CIT rigs), as described in CCN1705b 'Operation of the HNG\_X Test Infrastructure from 1st January 2022 to 31st March 2023' being extended to be coterminous with the Data Centre Operations Service. The Charges from the 1<sup>st</sup> April 2023 for the provision of HNG-X Test Infrastructure (the SV&I, INT and CIT rigs) shall be reduced by £5,260.15 per month to reflect the removal of Egenera PAN Manager and Oracle M4000 support.

The Charges presented under this CCN1732 shall be subject to indexation from 1<sup>st</sup> April 2023 onwards.

### 2.1 Revised Schedule D1

The revised Annex B to Schedule D1 is set out in Annex A to this CCN and sets out details of the addition of the Operational Charges for the Data Centre Operations and Central Network Services through to 31<sup>st</sup> March 2024.

The other adjustments to the Charges in relation to Management Information Services, Security Management Services, Third Line Application Support Services and Systems Management Service made under CCN1700 in anticipation of the termination of the Terminating Services shall be reversed under this CCN1732. The Trinity 1 Credit has also been reset to the previous level.

The Charges for the Operation of HNG-A Gaps, SYSMAN3 and Residual Release 17 Component Infrastructure has been presented as three fixed charges from 1<sup>st</sup> April 2023 as new Operational Fixed Charges.

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The row in respect of the Data Centre Facility Service, Operational Fixed Charge introduced under CCN1716a, shall be deleted and shall be incorporated into the Fixed Operational Charge for the Data Centre Operations Service.

## 2.2 Spend Commitments

Any Committed Spend underspend detailed in Schedule I1 shall be invoiced on 31<sup>st</sup> March 2023 and paid 30 days later, but such monies may be utilised on design activity requested by the Post Office from Fujitsu Services for the Oracle Upgrade Implementation Project or the removal of oldest legacy operating systems project prior to 30<sup>th</sup> June 2023 only. Such activities shall be agreed through the Change Control Procedure.

## 3. HARDWARE OR SOFWARE (EOSL)

Clause 10.15 shall be amended and shall include a provision that where workable spares are unavailable then Services associated with these components shall be delivered by Fujitsu Services on a reasonable endeavours basis and all associated obligations, including Service Levels, shall also become reasonable endeavours obligations. Additional provisions shall be added to protect Fujitsu Services reputation should EOSL affect Fujitsu Services' delivery of the Services.

## 4. GENERAL

Terms used in this CCN which are not defined in this CCN1732 shall have the meaning given in the Agreement.

In the event of a conflict between these paragraphs 1 to 4 of this CCN and the revisions to the wording of the Agreement contained below, the revisions to the wording of the Agreement below shall take precedence.

Drafting in this CCN1732 is aligned to baseline version 14 of the Agreement as amended by the CCNs which have been executed subsequently.

## PROPOSED REVISION TO WORDING OF THE AGREEMENT (*including Schedule reference*):

### CLAUSES:

#### Recitals:

Add a new Recital (j) as follows:

“(j) On 31<sup>st</sup> March 2023 the Parties signed CCN1732 which made certain changes to the Codified Agreement and the expiration date for the Terminating Services (Data Centre Operations Service and Central Network Service) was extended by one year to expire on 31st March 2024 subject to the terms contained in the Codified Agreement.”

#### Main Body of the Clauses:

Amend Clause 10.15 as follows:

“Where a degradation of the Operational Services arises out of an end of service life issue on the hardware or software which has been identified to Post Office in the EOSL Roadmap and which Post Office has chosen not to replace or is part of the Refresh Programme 3 but has not yet been

CCN1732

FUJITSU RESTRICTED  
COMMERCIAL IN CONFIDENCE

Ref:

PGM/CHM/TEM/0002

Version:

V2.0

FUJITSU RESTRICTED

COMMERCIAL IN CONFIDENCE

refreshed, Fujitsu Services shall have no liability for such degradation in the Operational Services including if such issue arises as a result of to the extent that it relates to limitations in the standard support that the hardware or software vendor is no longer providing or if such issue arises as a result of the unavailability of working spare parts required to be replaced in the Infrastructure”

Add a new Clause 10.16 as follows:

“Where in respect of the Data Centre Operations Services, and pursuant to Clause 10.14(b) the Post Office chooses to accept the risk of potential degradation of the Operational Services, or seeks to agree a reasonable alternative with Fujitsu Services, if Fujitsu Services believes the potential degradation will have a material detrimental effect on the Operational Services that the Post Office should consider further, the Post Office, upon request by Fujitsu Services, shall make appropriate senior decision makers of the Post Office available to meet Fujitsu Services and consider such information regarding the potential degradation and its effect as Fujitsu Services makes available either at that meeting or in writing.”

Add a new Clause 10.17 as follows:

“If, Clause 10.15 above applies at any time or times and a public statement or press article detrimental to either Party is made related to the degradation of the Terminating Services (or other Operational Services if caused by the degradation of the Terminating Services), then on each such occasion, if requested by either Party, the Parties shall reasonably discuss and, each party acting promptly, shall reasonably agree, a mutually acceptable public statement that shall be made in respect of the Terminating Services (and/or other Operational Services if caused by the degradation of the Terminating Services), downtime, and reasons for the failure of such Services taking account of the need to protect Fujitsu Service’s reputation as the provider of high quality information technology services, and Post Office’s reputation as a prudent and cost conscious business, including by making clear that Fujitsu Services is not responsible for such issues or failures.”

Amend Clause 46.5 as follows:

“The Terminating Services shall cease on 31st March 2024, unless terminated earlier by Post Office in accordance with Clause 47.10.2(a)(ii) of the Agreement. The Parties acknowledge that Post Office intends to terminate the Terminating Services and pay the Partial Termination Fee in accordance with Paragraph 6 on Schedule E.

Add a new Clause 46.6:

In preparation for the cessation of the Terminating Services on 31<sup>st</sup> March 2024, from 1<sup>st</sup> April 2023, the Parties shall commence Termination Assistance Service which shall include such obligations on the Post Office as are necessary to ensure that Post Office is able to provide the Terminating Services itself on and from 1 April 2024 and the Termination Assistance Service shall cease on 31<sup>st</sup> March 2024, any further details of which shall be agreed through the Change Control Procedure. For the avoidance of doubt, the Belfast Data Centre Facilities shall not cease with the Terminating Services. The Belfast Data Centre Facilities shall continue to be provided until 31<sup>st</sup> March 2025 unless terminated otherwise in accordance with Clause 47.11.2(f).

FUJITSU RESTRICTED

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**SCHEDE 1 - INTERPRETATION**

Amend the following definitions as follows:

<b>“Terminating Services”</b>	means the following Operational Services: <del>which shall cease on 31<sup>st</sup> March 20253 unless terminated earlier:</del> Data Centre Operations Services; and Central Network Service <u>expiry of which shall be subject to</u> Clauses 46.5 and 46.6.
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Add the following definitions as follows:

<b><u>“Refresh Programme 3”</u></b>	means the projects to replace all the following HNG-X System components where they are EOSL: <u>Cisco standalone firewalls (CWO0685)</u> <u>Cisco network routers and switches (excluding core and access switches) (CWO0686)</u> <u>McAfee Intrusion Detection (CWO0618)</u> <u>McAfee Vulnerability Mgmt.(CWO0617)</u> <u>HP Attalla HSMs (partial decommission to use as spares to support remaining units until audit migrates to Post Office Cloud under Change Control Procedure) (CWO0687)</u> <u>Brocade storage switches (CWO0688)</u> <u>Citrix Netscaler load balancers (CWO0660)</u> <u>Spares Procurement (of EOSL components that are not being replaced where available) (CWO0689)</u> <u>Removal of Counter RSA Crypto libraries (CWO0690)</u> <u>Installation of SHA2 foundation and migration of some SHA1 connections to SHA2. (CWO0691)</u> <u>Removal of oldest legacy operating systems (Microsoft Windows 2003, Redhat Linux 4 and 5) and associated tooling. This will include the delivery of a newer version of these with required new Hardware. (CWO0692a)</u> <u>Partial refresh of Data Centre in Belfast Air Conditioning (CWO0661a)</u>
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**SCHEDULE B3.1 – HNG-X SERVICES:**

Table A in paragraph 2.1:

For row 4 (Data Centre Operations Service) amend the text in the final column (Brief HNG-X Service Description within the Towers Model) as follows:

“Terminating Service—~~termination by Post Office before 31<sup>st</sup> March 2023~~. Service for managing the HNG-X Central Infrastructure. If the circumstances set out in paragraph 6.1 of Schedule D1 arise, Post Office shall pay additional Operational Charges for the Data Centre Operations Service to Fujitsu Services.”

For row 6 (Central Network Service) amend the text in the final column (Brief HNG-X Service Description within the Towers Model) as follows:

“Terminating Service—~~termination by Post Office before 31<sup>st</sup> March 2023~~. Service for managing and supporting the Central Telecom Infrastructure.”

**SCHEDULE D1 – CHARGES:**

Add a new Paragraph 2.6a as follows:

The Operational Fixed Charges for the Data Centre Operations Service are reliant upon the provision of HNG-X Test Infrastructure (the SV&I, INT and CIT rigs), as described in CCN1705b ‘Operation being extended to be coterminous with the Data Centre Operations Service. If it is not extended then Fujitsu Services shall amend the Operational Fixed Charges for the Data Centre Operations Service to include the sums for licences and support required to deliver the Data Centre Operations Service for which a suitable proportion of the cost would have been incorporated into the HNG-X Test Infrastructure (the SV&I, INT and CIT rigs)

Amend Paragraph 2.1.7 as follows:

2.17 Digital Development Services

In respect of the Digital Development Services the Post Office shall pay to Fujitsu Services the DDS Charges as specified within Appendix 5 to Schedule I3 (Digital Development Services) which shall be made of fixed and variable charges. The Digital Development Services will expire on 31<sup>st</sup> March 2023 and at which time, based on current forecasts, Post Office will not have met the DDS Commitment for the final DDS Commitment Year as detailed in Schedule I3 (Digital Development Services) Appendix 5 (Charges) paragraph 2.3. The Parties therefore agree that any underspend shall be invoiced on 31<sup>st</sup> March 2023 and payment made 30 days later, but such monies may be used by 30<sup>th</sup> June 2023 to offset the resource cost incurred to enable commencement of an Oracle Upgrade Implementation Project or the removal of oldest legacy operating systems project to be agreed through the Change Control Procedure.

**Annex B to Schedule D1:**

Annex B of Schedule D1 shall be replaced by the spreadsheet included in Annex A to this CCN.

**Annex E to Schedule D1:**

The following rows shall be added to the table in Annex E:

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		Page No:	6 of 14

FUJITSU RESTRICTED  
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Number of CCN.	Row Changed in Annex B (Description)	Value (£) of Change	Effective Date of Change
CCN1732	Data Centre Operation Service – Fixed Charge	£781,817.50 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Data Centre Operation Service – Fixed Charge (HNG-A Gaps Counter Position Supporting Infrastructure)	£24,937.87 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Data Centre Operation Service – Fixed Charge (SYSMAN3)	£25,093.91 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Data Centre Operation Service – Fixed Charge (Residual Release 17 Components)	£12,837.41 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Central Network Service – Fixed Charge	£247,954.71 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Systems Management Service – Fixed Charge	£4,149.88 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Third Line Software Support Service – Fixed Charge	-£89,637.49 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Management Information Service – Fixed Charge	£2,074.92 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Security Management Service – Fixed Charge	£50,486.31 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Security Management Service – Unit Charge per Branch	£3.00 per month for year ending 2024	1 <sup>st</sup> April 2023
CCN1732	Trinity 1 Credit – Fixed Charge	-£327,832.29 per month for year ending 2024	1 <sup>st</sup> April 2023

The wording at the end of this table shall be amended as follows:

*“For the avoidance of doubt charges in the year ending March 2023 for any rows in Annex B of Schedule D1 not specified above shall be £0, e.g. in relation to the Expiring Services, Terminating Services and Invest to Save Credit.”*

**SCHEDULE E – TERMINATION AND THE EXIT PLAN:**

CCN1732	FUJITSU RESTRICTED COMMERCIAL IN CONFIDENCE	Ref: PGM/CHM/TEM/0002 Version: V2.0
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FUJITSU RESTRICTED

COMMERCIAL IN CONFIDENCE

Delete Paragraphs 1.2.2, 1.2.3 and 1.2.4.

**Revision of Wording in Service Description CCDs**

**CCD SVM/SDM/SD/0003 – Data Centre Operations Service: Service Description**

Amend Paragraph 1.12 as follows:

~~Further to CCN1710 t~~The HNG-A Gaps Counter Position supporting infrastructure, SYSMAN3 and Residual Release 17 Components and Infrastructure shall be operated to 31st March 2023~~4~~.

A new paragraph 1.13 is added as follows;

“1.13 From 1st April 2023 the Data Centre Operations Service shall not include Egenera PAN Manager and Oracle M4000 support. This shall be provided under CWO0682 (Egenera PAN Manager and Oracle M4000 Extended Support beyond 31st March 2023) until 31<sup>st</sup> March 2024.”

Paragraph 2.1.1.3 (a) is amended as follows;

“(a) The Data Centre Operations Service will implement a maintenance plan, which shall be shared with Post Office on request, for the calendar year covering testing of the following environmental elements:

- power generator;
- power UPS;
- power distribution unit(s);
- power switch;
- air conditioning units;
- fire detection & suppression units;
- physical security systems & processes;
- lighting;
- telephony and fax;
- tape libraries;
- secure storage area;
- health and safety compliance; and
- Cleanliness.”

A new paragraph 2.1.1.5 is added as follows;

“2.1.1.5 HNG-A Gaps Counter Position supporting infrastructure, SYSMAN3 and Residual Release 17 Components and Infrastructure

2.1.1.5.1 Operation of HNG-A Gaps Counter Position support infrastructure

- a) Logical operation of Certificate File Staging server (FSSv1)
- b) Logical operation of Event Collection servers (EFSv1)
- c) Extension of IBM Netcool software support for HNG-A Gaps Counters

2.1.1.5.2 Operation of SYSMAN3 infrastructure

- a) Tivoli Provisioning Manager application (EPMv1)
- b) Tivoli Endpoint Manager application for Oracle Enterprise Monitoring (TEMv1)
- c) Tivoli Monitoring Enterprise Engine Server (EMMv1)
- d) Tivoli Monitoring Portal Server (EUIv1)

FUJITSU RESTRICTED

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- e) Netcool Omnibus Collection Layer Object Servers (EESv1)
- f) Netcool Omnibus Aggregation and Display layer object servers (EMDv1)
- g) Tivoli Business Service Manager (EASv1)
- h) Reporting Server (ERPv1)
- i) Tripwire and ESET (ESSv1) – including parallel File Integrity Monitoring and Anti-Virus processes
- j) Secure Access Servers (SSNv1) for Horizon

Note - the extended operation of SYSMAN3 EDSv1 Oracle Database Server (for TPM, OEM, ITM and bespoke tables) is not included in the additional Charges as the HDCR replacement EDSv2 was not commissioned.

#### 2.1.1.5.3 Operation of Residual Release 17 Components

- a) Logical operation of the Active Directory solution in a part-migrated state which requires the legacy Active Directory (ACDv1) and Domain Name System (DNPv1 and DNSv1) virtual servers to remain active in parallel with the new Active Directory (ACDv2) virtual servers.
- b) Operation of the physical legacy PrimePower 250 servers (BSSv1) and applications providing backup cloning for the Solaris Oracle database servers.
- c) Operation of the physical legacy Primergy RX200 S8 servers (BSLv1) and applications providing network client backup services.
- d) Operation of the physical legacy Primergy RX300 S5 servers (BSWv1) and applications providing backup cloning for the Microsoft Windows servers.
- e) Operation of the virtual legacy master backup server (BSMv1) and applications managing the backup catalogue for the above legacy backup servers.
- f) Operation of additional BX900 system Primergy blade hardware with associated Egnera PAN Manager software support.”

Paragraph 2.1.4.2 Continuity of Spares Supply is amended as follows;

“Fujitsu Services will ensure that where vendor hardware maintenance is available, an adequate spares provision exists for all Hardware components within the Data Centre, and will source new hardware components of an equivalent specification, if required, to ensure continuity of spares. Where vendor hardware maintenance is not available then spares, where available, may be purchased under the Change Control Procedure.”

Paragraph 2.3.2, sub-paragraph 1 is amended as follows;

“1. Fujitsu Services shall identify, for joint consideration with Post Office, any failure to achieve the Data Centre Operations Service SLT’s and / or LDT’s within the month due to the limits being exceeded so long as such failures are not caused by limitations in the support that the hardware or software vendor is providing or unavailability of working spares, in accordance with Clause 10.15. Post Office and Fujitsu Services (acting reasonably) will agree the reasons for that SLT or LDT failure if it has been caused or contributed to by Fujitsu Services:

- a) if the SLT or LDT failure occurs as a result of a Default by Fujitsu Services, no adjustment shall be made to the performance measurements for the affected SLT’s or LDT’s in respect of that month;
- b) if the SLT or LDT failure is agreed to be as a result of the limits being exceeded, the

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performance measurements for the affected SLT's and LDT's in respect of that month shall be reported as reasonably required by the Parties;"

Table 1, Data Delivery: APS to PODG and the subsequent notes within paragraph 2.3.4.2 is amended as follows;

"Table 1: Data Delivery: APS to PODG

Description	SLT	Liquidated Damages Formula
Failure to deliver files to PODG <u>file shares</u> by 23:59 of the AP Client Delivery Day, per SLT Calendar Year	<=2(*)	Number of Transactions in the non delivered PODG data file x <u>1.872.14p</u> (**)

(\*) No more than two days on which Fujitsu fails to deliver all of the APS files by 23:59 of the AP Client Delivery Day per calendar year

(\*\*) 1.872.14p is the figure for the Financial Year ending 31<sup>st</sup> March 2023~~19~~ and will be uplifted annually by RPI as per the Agreement."

Two new columns representing the SLTs for the years into which the Data Centre Operations Service is extended by this CCN1732 are added to Table 2, Central Systems Availability (Measured over a 5 year rolling period) within paragraph 2.3.5.2, as follows;

"Table 5: Central Systems Availability (Measured over a 5 year rolling period)

Description	SLT <u>until 31<sup>st</sup> March 2023</u>	SLT <u>1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024</u>
Outages in Post Office Core Hours where the Central Network, and Sales Database is unavailable to > 10% of Branches - Per SLT Calendar Year	<=3 Core Hrs	<u>&lt;=4 Core Hrs</u>
Outages in Post Office Core Hours where the Central Network, Sales Database <u>AND</u> the Banking Solution (CAPO, Santander, LINK) is unavailable to > 10% of Branches – Per SLT Calendar Year	<=8 Core Hrs	<u>&lt;=9 Core Hrs</u>
Outages in Post Office Core Hours where the Central Network, Sales Database, the Banking Solution (CAPO, Santander, LINK) <u>AND</u> Other Services (ETU, DVLA, PAF, APOP, DCS) are unavailable to > 10% of Branches – Per SLT Calendar Year	<=14 Core Hrs	<u>&lt;=15 Core Hrs</u>

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Paragraph 2.5.2 Licenses is amended as follows;

~~"There are no licensees associated with the Data Centre Operations Service. The Data Centre Operations Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Data Centre Operations Service are maintained, where vendor support is available, to ensure they are current and valid for the version of third party software being used at the time. Where a licence or its associated support and maintenance is due to expire, and Fujitsu Services determine that renewal is required and available, the Data Centre Operations Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service."~~

Paragraph 2.9.1.2 Testing is amended as follows;

"The DR Data Centre has two functions, namely for business continuity/DR purposes on the one hand and for Release testing on the other. Data Centre business continuity and DR testing will not be performed during the hours of 9:00am to 5:30pm Monday to Friday, ~~except in the case of a full Data Centre fail over test~~. BC and DR tests will be done at an agreed time with POL out of normal business hours, i.e. evenings and weekends and there may well be charges associated to complete these at these times. All Data Centre failover tests will assess impacts of interactions with Post Office Cloud and those elements of the HNG-X Systems hosted within it. Any tests needing to be repeated due to failings in any of the Post Office Responsibilities in respect of Post Office Cloud will incur charges for the repeat planning and testing, such activity to be provided under a CWO and charged on a time and materials basis using the rates set out in paragraph 10.4(b) (Development Resources) of Schedule D1 (Charges). Whenever such Data Centre business continuity, DR testing and/or Data Centre fail-over tests take place, the DR Data Centre will not be available for Release testing. ~~No full Data Centre fail over tests shall be performed due to the age of the Service Infrastructure.~~"

Paragraph 2.9.2 Frequency is amended as follows;

"Fujitsu Services will carry out ~~minimum of~~ one (1) walkthrough and one (1) operational test per calendar year for the Data Centre, subject to agreeing the actual dates for such ~~tests walkthrough~~ with Post Office, such agreement not to be unreasonably withheld. Such tests shall be carried out in accordance with the Working Document entitled: "HNG-X Business Continuity Framework" (SVM/SDM/SIP/0001)."

#### **CCD SVM/SDM/SD/0012 – Central Network Service: Service Description**

Paragraph 1.1 (g), within paragraph 1 Service Summary, is amended as follows;

"(g) the Wide Area Network (WAN) and Local Area Network (LAN) for connecting the HNG-X Data Centres to the Live System Test (LST) environment which has servers in the HNG-X Data Centres and counter hardware at Fujitsu Services support locations;  
The networks in the Solution Validation & Integrity (SV&I), Integration (INT) and Component Integration Test (CIT) environments have been committed separately outside of the Central Network Service ~~most recently under CCN1328b via the Change Control Procedure.~~"

FUJITSU RESTRICTED

COMMERCIAL IN CONFIDENCE

Paragraph 1.2 (a), within paragraph 1 Service Summary, is amended as follows;

“(a) Hardware maintenance for switches, routers and firewalls, where such vendor hardware maintenance is available;”

Paragraph 1.6, within paragraph 1 Service Summary, is amended as follows;

“1.6 Fujitsu Services will manage access to the Data Centre resident secure access servers from Fujitsu Services locations, or from support staff home locations during Working Hours and from support staff home only outside of Working Hours using secure workstation or laptop builds with encrypted communications.”

Paragraph 2.5.2 Licenses is amended as follows;

“The Central Network Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Central Network Service are maintained where vendor support is available, to ensure they are current and valid for the version of third party software being used at the time. Where a licence or its associated support and maintenance is due to expire, and Fujitsu Services determine that renewal is required and available, the Central Network Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service.”

Paragraph 2.9.2, within paragraph 2.9 Business Continuity, is amended as follows;

“2.9.2 carry out ~~a minimum of one (1) walkthrough and one (1) operational test~~ per calendar year for the Central Network Service, subject to agreeing the actual dates for such tests walkthrough with Post Office (such agreement not to be unreasonably withheld). Such tests ~~shall be carried out~~ in accordance with the CCD entitled: “HNG-X Business Continuity Framework” (SVM/SDM/SIP/0001).”

#### Revision of Other CCDs

#### **CCD SVM/SDM/SIP/0001 – POA HNG-X Business Continuity Framework**

This document to be amended to reflect the above changes in business continuity responsibilities made in the CCDs entitled “Data Centre Operations Service: Service Description” (SVM/SDM/SD/0003) and “Central Network Service: Service Description” (SVM/SDM/SD/0012), in respect of reduced business continuity and disaster recovery testing, including ceasing performance of full Data Centre fail over tests, due to the age of the Service Infrastructure.

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

NEW CCDs and/or CRDs: N/A

Reference	Title	Approved Version & Date

CCN1732

FUJITSU RESTRICTED  
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Ref: PGM/CHM/TEM/0002

Version: V2.0

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Date: 03-JUN-2013

Page No: 12 of 14

FUJITSU RESTRICTED  
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AMENDED CCDs and/or CRDs:			
Reference	Title	Previous Version & Date	Approved Version & Date
SVM/SDM/SD/0003	Data Centre Operations Service: Service Description	V7.0 05/07/2022	V8.0 2 months after CCN approval
SVM/SDM/SD/0012	Central Network Service: Service Description	V11.0 14/10/2021	v12.0 2 months after CCN approval
Policies and Standards: N/A			
Service Levels (including any Service Level relief required): N/A			
P.O. Ltd Responsibilities: N/A			
Other: N/A			

FUJITSU RESTRICTED  
COMMERCIAL IN CONFIDENCE

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**Annex A - Revised Annex B to Schedule D1**



CCN1732 Att1.xlsx

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CCN1732	FUJITSU RESTRICTED COMMERCIAL IN CONFIDENCE	Ref: Version:	PGM/CHM/TEM/0002 V2.0
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