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Application Support Service (Fourth Line): **Ref:** SVM/SDM/SD/0005
Service Description **Version:** 4.0
Commercial in Confidence **Date:** 24-Aug-2010

Document Title:	Application Support Service (Fourth Line): Service Description
Document Type:	Service Description – Contract Controlled Document
Release:	HNG-X / HNG-X and HNG-X Application Roll Out Transitional Period
Abstract:	Service description of the Application Support Service (Fourth Line) provided under contract to Post Office.
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Originator & Dept:	Peter Thompson, Fujitsu Services
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Approval Authorities:

Name	Role	See Dimensions for record	
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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	24/08/06	Agreed	
1.1	15/08/08	Revisions made as a result of personnel changes	
2.0	27/01/09	Document Approved	
2.1	7/10/09	Updated to include off shore 4th line service	
3.0	29/10/2009	Document Approved (went to review instead)	
3.1	11/01/2010	Updates following review	
3.2	15/06/2010	Updates following review	
3.3	24/08/2010	Updates following review	
4.0	24/08/2010	Approval version	

0.2 Review Details

Review Comments by :	
Review Comments to :	Originator & Document Management

Mandatory Review	
Post Office: Service Delivery	Mark Weaver
Post Office: Commercial	Liz Tuddenham
Fujitsu Services: Commercial	Guy Wilkerson
Fujitsu Services: SI	Peter Jobson
Fujitsu Services: SSC	Steve Parker
Fujitsu Services : SI	Graham Allen
Optional Review	
*Issued for Information – **Please restrict this distribution list to a minimum***	
Post Office: Contact Centre and IT Services Senior Service Delivery Manager	Dave Hulbert
Fujitsu Services: Operations Director	James Davidson

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0.3 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/SD/0004			Third Line Support Service: Service Description	Dimensions
CS/FSP/006			End to End Support Process – Operational Level Agreement	Dimensions
SVM/SDM/SD/0001			Service Desk Service: Service Description	Dimensions
CON/MGM/005			Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0006			Systems Management Service: Service Description	Dimensions

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

N.B. Printed or locally stored versions of this document are not under change control.

0.4 Abbreviations/Definitions

Abbreviation	Definition
Release Authorisation Process	means the process defined in Annex A (Release Management Service) of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*

0.5 Changes in this Version

Version	Changes

0.6 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.

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1.0 Service Summary

1.1. The Application Support Service (Fourth Line) provides:

(a) application support in terms of Software fixes to the Business Capabilities and Support Facilities using appropriately trained operational staff;

(b) investigation and resolution of new Software Incidents within the Branch Infrastructure and HNG-X Central Infrastructure environments which cannot be otherwise resolved either due to technical or resource limitations by the Third Line Support Service. The initial investigation and resolution of known Software Incidents, which is classed as "first line", "second line" and "third line" support respectively, is described in the Contract Controlled Documents (CCDs) entitled *"Service Desk Service: Service Description" (SVM/SDM/SD/0001), "Systems Management Service, Service Description" (SVM/SDM/SD/0006), "Third Line Support Service, Service Description" (SVM/SDM/SD/0004)*; and

(c) Programme support, the detail of which is set out in Annex A to this Applications Support Service (Fourth Line) Service Description.

1.2. Notwithstanding any provision in any Schedule, CCD or CRD to the contrary, Fujitsu Services is not obliged to provide the Third Line Support Service or the Application Support Service (Fourth Line) in respect of Configured POL FS or the SAP Loading Applications.

2.0 HNG-X

2.1 Service Definition

2.1.1 Software Support

The Application Support Service (Fourth Line) will provide Software support by:

(a) receiving from the Third Line Support Service, Software related Incidents which cannot be resolved by the Third Line Support Service. Such Incidents will have been originally logged by the Service Desk following a call from a Branch, or having been logged by the Systems Management Service, the Central Network Service or the Data Centre Operations Service;

(b) identifying a "known error" following receipt of the Incident from the Third Line Support Service, where this information will be communicated to the Third Line Support Service and the appropriate Known Error Log (KEL) will be updated and the information disseminated to the Service Desk to enable the resolution of similar Incidents;

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(c) ensuring the internal Fujitsu Services Incident management systems are updated with the Incident resolution details prior to return to the Third Line Support Service together with the method of recreation of the problem;

(d) ensuring that the Third Line Support Service is made aware of the symptoms which generate an Incident. This will be documented by the Application Support Service (Fourth Line) and be available to both the Service Desk and the Systems Management Service;

(e) ensuring that any resolutions or workarounds which are returned to the Third Line Support Service have been tested (including regression testing) and have been correctly authorised in accordance with the Release Authorisation Process;

(f) providing the Third Line Support Service with documentation and source code relating to new Releases in sufficient time to enable the Third Line Support Service to become familiar with the new product or service prior to its Release into the Branch Infrastructure or HNG-X Central Infrastructure environments. This documentation will be in the form of a "support guide" which is defined in the Working Document entitled: *"End to End Support Process – Operational Level Agreement" (CS/FSP/006);* and

(g) liaising with Fujitsu Services' subcontractors / suppliers, or Post Office's suppliers, if the Parties consider it is appropriate, as and when an additional level of Software support is required.

2.2   Service Availability

The Application Support Service (Fourth Line) is not directly available to Post Office. It is a service internal to Fujitsu Services and is available between 09:00hrs to 17:30hrs Monday to Friday. The Application Support Service (Fourth Line) will provide an out of hours service when requested provided notification is given in advance ,the service out of hours will be on a reasonable endeavours basis

2.3   Service Levels and Remedies

2.3.1   General Principles

This section is not applicable to the Application Support Service (Fourth Line).

2.3.2   Service Level Relief

This section is not applicable to the Application Support Service (Fourth Line).

2.3.3   Rectification Plan

This section is not applicable to the Application Support Service (Fourth Line).

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2.3.4 Service Levels for which Liquidated Damages Apply

There are no specific SLTs for which liquidated damages apply that are linked directly with the Application Support Service (Fourth Line). However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Application Support Service (Fourth Line) should support be required:

(a) Data Centre Operations Service;

(b) Branch Network Service; and

(c) Engineering Service.

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

There are no specific SLTs for which liquidated damages do not apply that are linked directly with the Application Support Service (Fourth Line). However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Application Support Service (Fourth Line) should support be required:

(a) Data Centre Operations Service;

(b) Branch Network Service;

(c) Central Network Service;

(d) Service Desk Service; and

(e) Reconciliation Service.

2.3.6 Operational Level Targets

There are no OLTs associated with the Application Support Service (Fourth Line).

2.3.7 Performance Metrics

There are no performance metrics associated with the Application Support Service (Fourth Line).

2.3.8 Design Targets

There are no design targets associated with the Application Support Service (Fourth Line).

2.4 Service Limits and Volumetrics

There are no service limits and volumetrics associated with the Application Support Service (Fourth Line).

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2.5 Assets and Licences

2.5.1 Assets

There are no assets associated with the Application Support Service (Fourth Line).

2.5.2 Licences

There are no licenses associated with the Application Support Service (Fourth Line).

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

There are no Operational Variable Charges applicable to the Application Support Service (Fourth Line).

2.6.3 Additional Operational Variable Charges

There are no additional Operational Variable Charges applicable to the Application Support Service (Fourth Line).

2.7 Dependencies and Interfaces with other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Application Support Service (Fourth Line) and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with the other Operational Services as at the Amendment Date, as follows:

2.7.1 Third Line Support Service

The Third Line Support Service works closely with the Applications Support Service (Fourth Line) to provide bug fixes to enable the resolution of Software Incidents.

2.8 Post Office Dependencies and Responsibilities

Except for the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, there are no Post Office dependencies and responsibilities associated with the Application Support Service (Fourth Line).

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2.9 Business Continuity

2.9.1 Fujitsu Services Responsibility

Fujitsu Services is responsible for maintaining business continuity arrangements for the Application Support Service (Fourth Line) and sharing this information with Post Office, as requested.

2.9.2 Major Business Continuity Incident (MBCI) management process

Fujitsu Services and Post Office Business Continuity Managers, will agree a plan of action in accordance with the Major Business Continuity Incident (MBCI) management process as set out in the Working Document entitled: *"Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement" (CON/MGM/005).*

2.10 Documentation Set Supporting the Service

See the associated documents set out at section 0.3 of this Application Support Service (Fourth Line) Service Description.

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3.0   HNG-X Application Roll Out – Transitional Period

3.1   Service Definition

3.1.1.   See section 2.1 of this Application Support Service (Fourth Line), Service Description.

3.2   Service Availability

3.2.1   See section 2.2 of this Application Support Service (Fourth Line), Service Description.

3.3   Service Levels and Remedies

See section 2.3 of this Application Support Service (Fourth Line), Service Description.

3.4   Service Limits and Volumetrics

See section 2.4 of this Application Support Service (Fourth Line), Service Description.

3.5   Assets and Licences

See section 2.5 of this Application Support Service (Fourth Line), Service Description.

3.6   Charges

See section 2.6 of this Application Support Service (Fourth Line), Service Description.

3.7   Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Application Support Service (Fourth Line), Service Description.

3.8   Post Office Dependencies and Responsibilities

See section 2.8 of this Application Support Service (Fourth Line), Service Description.

3.9   Business Continuity

See section 2.9 of this Application Support Service (Fourth Line), Service Description.

3.10   Associated Documentation

See section 2.10 of this Application Support Service (Fourth Line), Service Description.

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4.0 Pre HNG-X Application Roll Out

4.1 Service Definition

See section 2.1 of this Application Support Service (Fourth Line), Service Description.

4.2 Service Availability

See section 2.2 of this Application Support Service (Fourth Line), Service Description.

4.3 Service Levels and Remedies

See section 2.3 of this Application Support Service (Fourth Line), Service Description.

4.4 Service Limits and Volumetrics

See section 2.4 of this Application Support Service (Fourth Line), Service Description.

4.5 Assets and Licences

See section 2.5 of this Application Support Service (Fourth Line), Service Description.

4.6 Charges

See section 2.6 of this Application Support Service (Fourth Line), Service Description.

4.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Application Support Service (Fourth Line), Service Description.

4.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Application Support Service (Fourth Line), Service Description.

4.9 Business Continuity

See section 2.9 of this Application Support Service (Fourth Line), Service Description.

4.10 Documentation Set Supporting the Service

See section 2.10 of this Application Support Service (Fourth Line), Service Description.

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5.0 Annex A: Programme Support

5.1 HNG-X

5.1.1 Service Summary

Fujitsu Services shall provide the following elements of programme support which form part of the Application Support Service (Fourth Line):

5.1.1.1 Software configuration management

5.1.1.2 document management;

5.1.1.3 development management;

5.1.1.4 testing of Application Support Service (Fourth Line) bug fixes prior to Release distribution into the live estate, (including management, design, validation and integration);

5.1.1.5 the management of updates to Fujitsu Services' third party products including the procurement of third party Hardware and Software maintenance for the HNG-X Service Infrastructure;

5.1.1.6 the management of Fujitsu Services' internal Hardware and Software requirements; and

5.1.1.7 Release distribution support.

5.1.2 Service Definition

5.1.2.1 **Software Configuration Management**

The Application Support Service (Fourth Line) will ensure Software configuration management is completed in accordance with ITIL best practice.

(a) the ordering of Work Packages and Work Orders in accordance with paragraphs 4 and 5 of Schedule D2.

5.1.2.2 **Document Management**

The Application Support Service (Fourth Line) will ensure all Fujitsu Services documentation, (and Post Office originated documentation where this documentation is jointly reviewed by both Post Office and Fujitsu Services), is:

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(a) managed in accordance with the joint Post Office and Fujitsu Services document management procedure;

(b) reviewed by the applicable parties, as required (but at least once annually); and

(c) version controlled in accordance with the Parties' document management standards and naming conventions.

5.1.2.3 Requirements Analysis and Architecture (until 1 April 2010)

The Application Support Service (Fourth Line) will, until 1 April 2010, complete the appropriate requirements analysis and architecture analysis in respect of the Systems Management Service, Security Management Service, Branch and Central Network Services, HNG-X Service Infrastructure and BCSF Service.

5.1.2.4 Development Management

The Application Support Service (Fourth Line) will provide an appropriate level of development management and support for the HNG Service and for any Releases.

5.1.2.5 Testing

The Application Support Service (Fourth Line) will ensure the appropriate level of testing in relation to Application Support Service (Fourth Line) generated bug fixes is completed to include the testing of the design, integration and final validation of any Software updates applied to the HNG-X Service Infrastructure.

5.1.2.6 Management of Third Party Products

The Application Support Service (Fourth Line) will manage the procurement of the appropriate Fujitsu Services' third party Hardware and Software updates which will include both third party Hardware and Software maintenance for the HNG-X Service Infrastructure.

5.1.2.7 Management of Fujitsu Services Development Hardware and Software

The Application Support Service (Fourth Line) will manage the internal Fujitsu Services Hardware and Software maintenance for the development requirements, architecture, systems design and programme office environments.

5.1.2.8 Release Distribution Support

The Application Support Service (Fourth Line) will provide support by way of bug fixes for all Releases during Release distribution by the Release Management Service as described in Annex A of the CCD entitled *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

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5.2   HNG-X Application Roll Out – Transitional Period

5.2.1   Service Definition

5.2.1.1   See section 5.1.2 of this Annex A, save for the following:

    (a)   section 5.1.2.8 which will be replaced by:

        i.   the Application Support Service (Fourth Line) will manage the procurement of the appropriate Fujitsu Services third party Hardware and Software updates including both third party Hardware and Software maintenance for the HNG-X Service Infrastructure, including any Software provided by Escher.

5.3   Pre HNG-X Application Roll Out

5.3.1   Service Definition

See section 5.2.1 of this Annex A to this Application Support Service (Fourth Line) Service Description.