



Management Information Service: Service
Description
Commercial in Confidence

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Approval Authorities: (See PA/PRO/010 for Approval roles)

Name	Role	Signature	Date
Mark Weaver	Post Office: Head of Systems Operations		
Gaetan Van Achte	Fujitsu Services: Service Director, RMGA		

Document Control

0.0 Review Details

Review Comments by :	
Review Comments to :	Mark Jones & RMGA Document Management

Mandatory Review	
Post Office: Operations Support	Mark Weaver
Post Office: Commercial	Liz Tuddenham
Fujitsu Services: Commercial	Guy Wilkerson
Fujitsu Services: Transaction Benchmarking	Vic Gough
Fujitsu Services: CS	Gaetan Van Achte
Optional Review	
Fujitsu Services: Business Analyst	Dave Cooke
Fujitsu Services: Security	Brian Pinder
Fujitsu Services: HNG-X Service Transition	Graham Welsh
Fujitsu Services: Service Analysis	Jan Ambrose
Fujitsu Services: Service Delivery Manager	Sarah Bull
Issued for Information – Please restrict this distribution list to a minimum	

(*) = Reviewers that returned comments

0.1 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	DIM9
SVM/SDM/TP/0001			HNG-X Operational Test Plan – Joint Working Document	DIM9
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	DIM9
SVM/SDM/PRO/0011			MIS – Joint Working Document	DIM9
NB/SDS/008			Network Banking MIS Reports Design	PVCS
SVM/SDM/SD/0017			Security Management Service: Service Description	DIM9
SVM/SDM/PRO/0017			Transaction Time Benchmarking, Joint Working Document	DIM9
VI/STR/064			Testing Approach for the Horizon System	PVCS
CS/PRD/074			POA Incident Management Process	PVCS
SVM/SDM/SD/0007			Service Management Service, Service Description	DIM9

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

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

0.2 Abbreviations/Definitions

Abbreviation	Definition
FTMS	File Transfer Management Service
Miscellaneous Data Queries	Ad-hoc MIS data requests received from Post Office outside of the contractual or regular MIS provision
Primary MIS Site	Fujitsu Services primary MIS site at Bracknell or such other location as notified from time to time
Service Management Portal	Web based management information portal developed by Fujitsu Services to allow Post Office to have real time access to management information
Transaction Time Benchmarking Credits	An allowance in time given for a component element of a Transaction time which cannot be regularly measured during a Transaction time benchmark exercise, for example, the speed of the network

0.3 Changes in this Version

Version	Changes
1.1	Removal of reference to Money Laundering and Multiple Transactions Reports as these are no longer provided to POL. Ceased at S50. This has been confirmed by POL (Jane Smith)
2.2	Incorporation of comments against version 2.1 ; removal of reference to the SRB Annex
2.3	Update to Fujitsu approvers and reviewers only. Recirculated for internal review only due to staff changes.
3.0	Approved version

0.4 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.
Post contract signature following agreement to any Draft Notes (DN) included within the document.

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1 Service Summary

- 1.1. The Management Information Service provides to Post Office, performance reporting and management information relating to the Services.
- 1.2. The Management Information Service consists of seven (7) component services:
 - (a) The delivery to Post Office of the monthly Service Review Book as detailed in section 2.1.1 of this Management Information Service, Service Description;
 - (b) The delivery to Post Office of supporting information in relation to liquidated damages detailed in section 2.1.5 of this Management Information Service, Service Description;
 - (c) The delivery to Post Office of management information in relation to Banking & Related Services data as detailed in section 2.1.3 of this Management Information Service, Service Description;
 - (d) The delivery to Post Office of management information in relation to the Automated Payments Service as detailed in section 2.1.3 of this Management Information Service, Service Description;
 - (e) The delivery to Post Office of management information in relation to Miscellaneous Data Queries which may be received by Fujitsu Services, as detailed in section 2.1.4 of this Management Information Service, Service Description;
 - (f) The provision of the Service Management Portal to enable Post Office to access real time updates to Service performance and Service Level Target measurement; and
 - (g) The provision of the Transaction Time Benchmarking Service, as set out in Annex A to this Management Information Service, Service Description. [DN – Is this service still offered ? If not can all references be removed ?]
- 1.3. Staff utilised for the Management Information Service will have the necessary skills to provide statistical and data analysis appropriate to the Management Information Service.
- 1.4. The delivery of the Management Information Service to Post Office may be via electronic medium, (FTMS or e-mail), compact disk (CD) or paper as agreed between Post Office and Fujitsu Services.
- 1.5. ARQ will not form part of the Management Information Service and are covered separately under the Security Management Service as detailed in the CCD entitled: *"Security Management Service, Service Description"* (SVM/SDM/SD/0017).
- 1.6. Information in respect of prosecution support cases will not form part of the Management Information Service. Any information required of this nature should be directed to the Security Management Service as defined in the CCD entitled: *"Security Management Service, Service Description"* (SVM/SDM/SD/0017).

2 HNG-X

2.1 Service Definition

2.1.1 The Service Review Book

The SRB is the primary input into the Service Management Relationship and will record a summary of Operational and Call Off Services provided in the preceding calendar month. In doing so, Fujitsu Services will:

2.1.1.1. Deliver the SRB to Post Office within ten (10) Working Days of the end of the relevant calendar month. This version will contain Service Level Target (SLT) data (which may have been updated from Version 1 due to the late delivery of information) and a service summary broken down into the following categories, but not limited to:

- (a) management summary – highlights of the Service delivery in the preceding month;
- (b) a summary review of each of the Operational Services delivered;
- (c) performance reporting as agreed between Post Office and Fujitsu Services from time to time;
- (d) summary review of problem management and cross domain problem status;
- (e) monthly SLT achievement reported over the previous 13 (thirteen) calendar months in the following format:
 - SLT achievement, with the exception of all Data Services SLTs (Data File Delivery and Logistical Feeder Service), as detailed in the CCD entitled: “*Data Centre Operations Service, Service Description*” (SVM/SDM/SD/0003), shall be reported to one (1) decimal place; and
 - SLT achievement for Data Services SLTs shall be reported to two (2) decimal places.

2.1.1.4. SLT achievement will be colour coded as follows:

- (a) green: SLT met – no issues to report;
- (b) amber: SLT missed – one off incident with action plan in place or not required; and
- (c) red: SLT missed – root cause unknown at this point or no action planned to resolve the issue and could re-occur.

2.1.2 Summary Service Overview

2.1.2.1. Fujitsu Services will deliver a summary service overview to Post Office within ten (10) Working Days of the end of the relevant calendar month. This will be a summary of the previous month's delivered service. The summary service overview will contain:

- (a) the SLT performance, by SLT group (e.g. Service Desk, Engineering etc.) for the reported month showing the number of SLTs falling into the RED, AMBER or GREEN category as described in section 2.1.1.4 of this document;

- (b) the SLT performance, by SLT group (e.g. Service Desk, Engineering etc) for the reported month when compared with the rolling twelve month average. This will record whether the reported month is either "UP" i.e. showing a higher performance than the rolling twelve month average, or "Down" i.e. showing a lower performance than the rolling twelve month average;
- (c) the monthly performance of the Services delivered to Branches which includes the parts of the system operated by both Fujitsu Services and Post Office suppliers;
- (d) a brief description of the service high or low points from the reported month.

2.1.3 Provision of Information

- 2.1.3.1. Fujitsu Services will deliver the management information described in POL MIS AIS (EA/IFS/006).
- 2.1.3.2. Fujitsu Services will deliver APS Client Transaction management information to Post Office. The information to be provided is as follows:
 - (a) the number of Transactions completed, (in respect of APS at APS Client level) each day throughout the Branch network; and
 - (b) the file delivery profile of those Transactions, (in respect of APS at APS Client level) against the number of files delivered each day.

2.1.4 Miscellaneous Data Queries

- 2.1.4.1. Post Office will be entitled to request and receive data from Fujitsu Services in addition to that described within sections 2.1.1 to 2.1.3 above, subject to section 2.4 of this Management Information Service, Service Description.
- 2.1.4.2. If the Post Office intends to make a request as described in section 2.1.4 above, it will submit a Miscellaneous Data Query request via the Fujitsu Services 'Ad-hoc query' mailbox. Detail of the Miscellaneous Data Query request process is defined in the Working Document reference: "*MIS – Joint Working Document*" (SVM/SDM/PRO/0011).
- 2.1.4.3. Fujitsu Services will log all Miscellaneous Data Query requests for future reference and audit requirements.

2.1.5 Supporting Liquidated Damages Calculations

- 2.1.5.1. On a monthly basis Fujitsu Services will provide Post Office with the data that has been used by Fujitsu Services to calculate the financial payments associated with any liquidated damages.
- 2.1.5.2. Post Office will advise Fujitsu Services if it considers any payment to be incorrect and both Parties will attempt to resolve any dispute at the operational level.
- 2.1.5.3. If a dispute cannot be resolved at the operational level, the issue will be escalated to the Service Management Relationship for discussion and resolution.

2.1.6 Access to Real Time Management Information

Fujitsu Services shall supply Post Office with real time access to available management information reporting via the Service Management Portal in the manner defined within the Working Document entitled: "*MIS – Joint Working Document*" (SVM/SDM/PRO/0011).

2.1.7 Service Management

2.1.7.1 Continuous Service Improvement

Post Office and Fujitsu Services will, as part of ITIL service management best practice work together to identify opportunities for elimination of duplicated effort and rationalisation of processes with the aim of delivering improved efficiency and / or cost savings as referred to in section 1.4 of the CCD entitled "*Service Management Service, Service Description*" (SVM/SDM/SD/0007).

2.2 Service Availability

The Management Information Service will be available from 9:00hrs to 17:30hrs Monday to Friday excluding Bank Holidays.

2.3 Service Levels and Remedies

2.3.1 General Principles

- 2.3.1.1. The performance of the Management Information Service against the Operational Level Targets (OLT) applicable in respect of the Management Information Service shall be reviewed via the Service Management Relationship.
- 2.3.1.2. The values applicable to each of the Management Information Service OLTs are identified within section 2.3.6 of this Management Information Service, Service Description.

2.3.2 Service Level Relief

This section is not applicable to the Management Information Service.

2.3.3 Rectification Plan

See section 7.1 of Schedule C1 of the Agreement.

2.3.4 Service Levels for which Liquidated Damages Apply

There are no specific SLTs for which liquidated damages apply.

2.3.5 Operational Level Targets

Table 1

Report Title	OLT
Service Review Book	Close of business the 10 th Working Day following the calendar month being reported
Miscellaneous Data Query	By mutual agreement depending on the complexity of the query, and following receipt by Fujitsu Services of a specific Purchase Order from POL authorising payment for the work days required. As 2.4

Where circumstances outside the normal course of business impact on the timing of provision of a Management Information Service report to Post Office then such report shall be provided to Post Office as soon as reasonably practical after the end of the period covered by the Report. Fujitsu Services shall notify Post Office as soon as reasonably practicable after becoming aware of circumstances that will delay preparation or provision of a Management Information Service report.

2.3.6 Performance Metrics

There are no performance metrics associated with the Management Information Service.

2.3.7 Design Targets

There are no design targets associated with the Management Information Service.

2.4 Service Limits and Volumetrics

There are no specific service limits or volumetrics associated with the Management Information Service. If in order to comply with a Miscellaneous Data Query request, the Management Information Service is unable to complete the request, and Fujitsu Services, acting reasonably, expects to incur additional incremental costs, i.e. resource or systems costs, the Management Information Service will discuss the detail with Post Office and agreement will be reached as to the extent of the data to be supplied by the Management Information Service or any additional cost to be agreed by Post Office prior to the request being actioned.

2.5 Assets and Licences

2.5.1 Assets

There are no assets specific to the Management Information Service.

2.5.2 Licences

The Management Information Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Management Information Service are maintained 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, the Management Information 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.

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 Management Information Service.

2.6.3 Additional Operational Variable Charges

Additional Operational Variable Charges may be agreed between Post Office and Fujitsu Services on an ad-hoc basis in respect of Miscellaneous Data Requests where an incremental resource or systems cost may be incurred by Fujitsu Services in carrying out the request, as described in section 2.4 of this Management Information Service, Service Description.

2.7 Dependencies and Interfaces to Other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Management Information Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. As at the Amendment Date, this Management Information Service interfaces with all of the Operational Services.

2.8 Post Office Dependencies and Responsibilities

In addition to those Post Office responsibilities set out in Schedule A5 of the Agreement, Post Office will make Miscellaneous Data Query requests using the standard Miscellaneous Data Query request form via the agreed route as described in section 2.1.4.2 of this Management Information Service, Service Description.

2.9 Business Continuity

This section defines the measures taken to minimise the risk of not being able to provide the Management Information Service and sets out what Fujitsu Services is required to provide in terms of business continuity specific to the provision of this Service. Detail of the MIS business continuity plan is defined in the Working Document entitled: *"HNG-X Support Service Business Continuity Plan – Joint Working Document"* (SVM/SDM/PLA/0001).

2.9.1 Maintaining the Access to Data

2.9.1.1 MIS Client Terminals

In the event that MIS Client terminals are unavailable in the Primary MIS Site, the MIS will re-locate to another Fujitsu Services site where such MIS Client terminals are available.

2.9.1.2 Failover Timescale

Fujitsu Services shall ensure access to MIS Client terminals at the DR site are available to the MIS at the commencement of the next Working Day following the initial failure.

2.9.1.3 Testing

Fujitsu Services will carry out a minimum of one (1) walkthrough and one (1) operational test per calendar year is provided covering the MIS Client terminal availability, subject to agreeing the actual dates for such tests with Post Office, such agreement not to be unreasonably withheld, as defined within the Working Document entitled: *"HNG-X Operational Test Plan – Joint Working Document"* (SVM/SDM/TP/0001).

2.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Management Information Service, Service Description, supports the delivery of the Management Information Services. Should any elements of the Management Information Service be changed following agreement with Post Office, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in line with changes agreed.

3 HNG-X Application Roll Out – Transitional Period

3.1 Service Definition

- 3.1.1. See sections 2.1.1 to 2.1.7 of this Management Information Service, Service Description.
- 3.1.2. During HNG-X Project Workstream X4 (HNG-X Application Roll Out), Fujitsu Services will provide HNG-X Application Roll Out Performance reporting as agreed between Post Office and Fujitsu Services, such agreement not to be unreasonably withheld.

3.2 Service Availability

See section 2.2 of this Management Information Service, Service Description.

3.3 Service Levels and Remedies

- 3.3.1. See sections 2.3.1 to 2.3.8 of this Management Information Service, Service Description.
- 3.3.2. During HNG-X Project Workstream X4 (HNG-X Application Roll Out), Fujitsu Services will report via the Service Review Book in respect of Service Level Targets and remedies applicable to each Operational Service as the migration proceeds. The format and content

of such reporting will be agreed between Post Office and Fujitsu Services no later than 2 (two) months prior to the start of HNG-X Application Roll Out.

3.4 Service Limits and Volumetrics

See section 2.4 of this Management Information Service, Service Description.

3.5 Assets and Licences

See section 2.5 of this Management Information Service, Service Description.

3.6 Charges

See section 2.6 of this Management Information Service, Service Description.

3.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Management Information Service, Service Description.

3.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Management Information Service, Service Description.

3.9 Business Continuity

See section 2.9 of this Management Information Service, Service Description.

3.10 Documentation Set Supporting the Service

See section 2.10 of this Management Information Service, Service Description.

4 Annex A: Transaction Time Benchmarking Service

4.1 HNG-X

4.1.1 Summary

- 4.1.1.1. The Transaction Time Benchmarking Service provides a measure of Transaction time performance for an agreed set of Transactions which may be varied at any time subject to the Change Control Procedure and agreement between Post Office and Fujitsu Services. The Working Document entitled: *"Transaction Time Benchmarking, Joint Working Document"* (SVM/SDM/PRO/0017) gives details of these Transactions.
- 4.1.1.2. Performance measurement (or Transaction time benchmark evaluation) is limited to the Business Capabilities and Support Facilities of the nominated Transactions, no account being taken of any manual or human/computer interface components.
- 4.1.1.3. For the avoidance of doubt, this Transaction Time Benchmarking Service shall not include the provision of video transaction time benchmarking.

4.1.2 Service Definition

- 4.1.2.1. Transaction time benchmark evaluation shall be carried out in accordance with the method described in the Working Document entitled: *"Transaction Time Benchmarking, Joint Working Document"* (SVM/SDM/PRO/0017).
- 4.1.2.2. Transaction time benchmark evaluations shall be auditable at all stages of the process.
- 4.1.2.3. Documents to be retained include:
 - (a) the data giving the record times of the Transaction time benchmark test Transactions;
 - (b) a spreadsheet comprising the processed Transaction time benchmark results, the data captured from the timing exercise and the intermediate processing, including any agreed revision made thereto following review by Post Office; and
 - (c) the test scripts.
- 4.1.2.4. Such documents shall be retained for a period of seven (7) years from the date of the relevant Transaction time benchmark.
- 4.1.2.5. Transaction time benchmark evaluations shall be supported by this document and the performance statement Fujitsu Services shall provide to Post Office in writing arising out of each evaluation undertaken in accordance with the Working Document entitled: *"Counter Transaction Time Performance - measurement and results"*.
- 4.1.2.6. The contracted Transaction time benchmark target times against which the Transaction time benchmark evaluation shall be measured are stated within the Working Document entitled: *"Transaction Time Benchmarking, Joint Working Document"* (SVM/SDM/PRO/0017).
- 4.1.2.7. The Working Document entitled: *"Counter Transaction Time Performance - measurement and results"* shall be up-issued following every benchmark evaluation and shall include:

- (a) amendment(s) to the Transaction time benchmark target time(s) arising out of agreed Business Capabilities and Support Facilities changes resulting from the implementation of a Change Request under the Change Control Procedure including reasons for any such adjustment;
 - (b) the new Transaction time benchmark system component and aggregate times relating to the Release under examination;
 - (c) the variance between the new Transaction time benchmark times and the Transaction time benchmark target times; and
 - (d) the variance between the new Transaction time benchmark times and the previous Transaction time benchmark times.
- 4.1.2.8. The data recording part of the Transaction time benchmark evaluation is carried out prior to the implementation of a Release. This is not to say that the Software implementation is dependant in any way upon the Transaction time benchmark exercise or the results arising there from. It is the successful completion of testing, which is conducted under the control and management of Post Office that leads to the implementation of the Software into the live environment as described in the CCD entitled: *TST/GEN/STG/0001 "HNG-X Testing Strategy"*.
- 4.1.2.9. The Transaction Time Benchmarking Service comprises Transaction time benchmark evaluation of individual Business Capabilities and Support Facilities component times defined in the Working Document entitled: *"Transaction Time Benchmarking, Joint Working Document"* (SVM/SDM/PRO/0017).
- 4.1.2.10. The Business Capabilities and Support Facilities component times are generated from the execution of a representative set of Transactions on a test rig within a test environment representing a real Post Office Branch as far as is reasonably practicable, with normal counter operation.
- 4.1.2.11. The outcomes of the Transaction time benchmark evaluation are compared against the counter system component target times and the results of the previous Transaction time benchmark evaluation. Any adverse variances are analysed and explained as far as is practicable.
- 4.1.2.12. The initial Transaction time benchmark evaluation results shall be presented to Post Office for review within six (6) weeks of the commencement of the implementation of the Release in question.
- 4.1.2.13. The final Transaction time benchmark results are formally presented to Post Office in accordance with the Working Document entitled: *"Counter Transaction Time Performance - measurement and results"*.
- 4.1.2.14. Regardless of whether the results of the Transaction time benchmarking exercise have been delivered, in the event that a Release is implemented and there is an obvious degradation in performance in terms of Transaction times and such degradation is visible to Users at the Branch and reported to the Service Desk, the Incident identified by Fujitsu Services as causing the degradation will be resolved in accordance with the Incident and problem management process set out in section 2.1.2 of the Service Management Service, Service Description and the Working Document entitled: *"POA Incident Management Process"* (SVM/SDM/PRO/0018). To the extent that any such Incident is caused directly by any action of Fujitsu Services in breach of its obligations under this Agreement, the resolution of that Incident will be at Fujitsu Services' cost.
- 4.1.2.15. The Transaction time benchmark target times, where applicable and carried forward to the next Release are subject to a five (5) per cent uplift with each Release to accommodate the

likely increase in system contention arising from increased functionality and complexity inherent in the Release.

- 4.1.2.16. Whenever an agreed system change affects one or more of the measured system components, the Transaction time benchmark target times shall be reviewed and amended by agreement between Fujitsu Services and Post Office (such agreement not to be unreasonably withheld or delayed).
- 4.1.2.17. The Transaction time benchmark target times may also be changed as the result of an agreement between Post Office and Fujitsu Services to change the Transaction time benchmarking method. Under such circumstances Transaction Time Benchmark Credits gained under the previous Transaction time benchmarking method shall be carried forward.
- 4.1.2.18. When, on completion of a Transaction time benchmark evaluation, the counter system component timings prove to be greater than the Transaction time benchmark target times, this shall be deemed a "Transaction Time Benchmark Time Discrepancy".
- 4.1.2.19. In the event of a Transaction Time Benchmark Time Discrepancy the following provisions shall apply:
- (a) Post Office and Fujitsu Services shall agree (such agreement not to be unreasonably withheld) a method of rectification, including a timetable, (a "Rectification Plan") for each Benchmark Time Discrepancy (which plan may involve the agreement of an adjustment to the Transaction time benchmark target times);
 - (b) if the Rectification Plan requires changes to be made to the provisions of the Agreement including any CCD or Contract Referenced Document (CRD) changes shall be made pursuant to the Change Control Procedure;
 - (c) any changes to the HNG-X Service Infrastructure required to rectify a Transaction Time Benchmark Time Discrepancy shall be made at no charge to Post Office;
 - (d) each Transaction Time Benchmark Time Discrepancy shall not be a Default unless the Transaction Time Benchmark Time Discrepancy is material and within ninety (90) Working Days after the identification of that Transaction Time Benchmark Time Discrepancy the Parties have failed to reach agreement upon a Rectification Plan and the Transaction Time Benchmark Time Discrepancy has not been rectified by Fujitsu Services. In such a circumstance that material Transaction Time Benchmark Time Discrepancy shall become a Default upon expiry of that ninety (90) Working Day period; and
 - (e) a failure by Fujitsu Services to comply with a Rectification Plan (and therefore fail to rectify the Transaction Time Benchmark Time Discrepancy) shall be a Default.
- 4.1.2.20. Section 4.1.2.8 of this Management Information Service, Service Description shall be without prejudice to Post Office's rights with respect to Release authorisation set out in section 4.1.1.6 of the Service Management Service, Service Description.

4.1.3 Service Levels and Remedies

There are no Service Level Targets associated with the Transaction Time Benchmarking Service.

4.1.4 Service Availability

- 4.1.4.1. The establishment of the test environment shall be scheduled in the Release plan so that the Transaction time recording part of the Transaction time benchmarking exercise is completed before implementation of the Software Release.

4.1.4.2. The Transaction Time Benchmarking Service shall be provided upon request to Post Office, (in a timescale to be agreed with Fujitsu Services) following the implementation of an agreed change resulting from a Change Request under the Change Control Procedure.

4.1.5 Post Office Dependencies and Responsibilities

Post Office shall review and approve:

- 4.1.5.1. the Transaction Time Benchmarking Service results;
 - 4.1.5.2. any revision to the contracted Transaction time benchmark target times or the latest Transaction time benchmark times;
 - 4.1.5.3. all other plans and documents to be submitted by Fujitsu Services pursuant to this Annex A (Transaction Time Benchmarking Service) of the Management Information Service, Service Description;
 - 4.1.5.4. The Rectification Plan as described in section 4.1.2.19 (a) of this Annex A (Transaction Time Benchmarking Service) of the Management Information Service, Service Description,
- in each instance, such approval not being unreasonably withheld or delayed.

4.2 HNG-X Application Roll Out – Transitional Period

4.2.1 Summary

See sections 4.1.1.1 and 4.1.1.2 of this Management Information Service, Service Description Annex A.

4.2.2 Service Definition

See section 4.1.2 of this Management Information Service, Service Description Annex A.

4.2.3 Service Levels and Remedies

See section 4.1.3 of this Management Information Service, Service Description Annex A.

4.2.4 Service Availability

See section 4.1.4 of this Management Information Service, Service Description Annex A.

4.2.5 Post Office Dependencies and Responsibilities

See section 4.1.5 of this Management Information Service, Service Description Annex A.