



## Data Centre Operations Service: Service Description

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**Document Title:** Data Centre Operations Service: Service Description

**Document Reference:** SVM/SDM/SD/0003

**Document Type:** Service Description – Contract Controlled Document

**Release:** HNGX

**Abstract:** HNG-X &, New Data Centre Operational to HNG-X Application Roll Out Complete  
Service Description for the Data Centre Operations Service

**Document Status:** For APPROVAL

**Author & Dept:** Mike Stewart CS Operations

**External Distribution:** For RMGA Document to distribute following approval

**Security Risk Assessment Confirmed** The Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.

**Approval Authorities:**

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See HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on who should approve.



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## 0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	12/12/07	Changes to sections 5.1.2.1.3, 2.9.1.1 and 2.3.4.6.1	
1.2	14/10/2008	Review as per CCN, see section 0.5 for changes	
1.3	26/03/2009	Changes Applied to reviewed comments from Dave Chapman, Torstein Godeseth, Dave Johns, Dave Cooke  Table 3 is not used. Previous details of table 3 have now become Table 6a  Table 26 No longer Valid	
1.4	27/03/2009	Table 15a added = to SLT	
2.0	30/07/2009	Approval	
2.1	29/09/2009	Review Change Section 3.2.1 & 3.9.1	
3.0	08/10/2009	Approval	

## 0.3 Review Details

See HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on completing the lists below. You may include additional reviewers if necessary, but you should generally **not exclude** any of the mandatory reviewers shown in the matrix for the document type you are authoring.

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## Data Centre Operations Service: Service Description

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## 0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	4.0	21-Nov-2008	RMGA HNG-X Generic Document Template	Dimensions
SVM/SDM/PRO/0007			AP Client File Re-Send – Joint Working Document	Dimensions
SVM/SDM/SD/0002			Engineering Service: Service Description	Dimensions
PA/PER/033			HNG-X Capacity Management and Business Volumes	PVCS
SVM/SDM/TP/0001			HNG-X Operational Test Plan – Joint Working Document	Dimensions
EA/IFS/001			Horizon to POL Finance Systems Interface Specification	PVCS
SVM/SDM/PRO/0009			POL FS Hosting Service – Joint Working Document	Dimensions
BP/DES/030			SAPADS to POL FS Application Interface Specification	PVCS
SVM/SDM/SD/0017			Security Management Service: Service Description	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/PR/0018			POA Incident Management Process	Dimensions
CS/PRD/058			Fujitsu Services/Post Office Interface	PVCS



			Agreement for Operational Business Change – Product	
EA/IFS/030			Impact Programme POL Financial System S80 Technical Specifications	PVCS

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

## 0.5 Abbreviations

Abbreviation	Definition
A&L	Alliance and Leicester
ARL	Additional Remedy Level
CCD	Contract Controlled Document
Development SAP System	Means the platform used to host the SAP Software instance known as PLD, including PLD itself
LDT	Liquidated Damage Target
LFS	Logistical Feeder Systems
LREC	LINK Reconciliation File
MSC	Managed Service Change (Fujitsu)
NDA	Non Disclosure Agreement
NS&I	National Savings and Investments
OCP	Operational Change Proposal (Fujitsu)
PLD	The Development environment where customizing and development can be performed by CSC/Steria
PLE	The Test/Training 'isolated' environment for Post Office to test end-to-end functionality of the SAP solution. Authorisation for import of change into this system and all of its clients is the responsibility of Post Office following recommendation by CSC/Steria and Fujitsu services
PLP	The stand-alone production environment for Post Office End-users. Authorisation for import of change into this system and all of its clients is the responsibility of Post Office following recommendation by CSC/Steria and Fujitsu Services
PLQ	The QA 'isolated' environment for CSC/Steria to test customizing and development changes for integration and quality assurance. Authorisation for import of change into this system and all of its clients is the responsibility of CSC
PM	Performance Measure
POL FS	Post Office Ltd Financial Systems
POLMIS	Post Office Ltd Management Information Systems
Production SAP System	Means the platform used to host the SAP Software instance known as PLP, including PLP itself
QA/Test SAP System	Means the platform used to host the SAP Software instances known as PLQ, PLN, PLV and PLE, including PLQ, PLN, PLV and PLE themselves



RMGA	Royal Mail Group Account (Fujitsu)
Technical Bridge	Working group convened during a major Incident comprising the Service and Support functions within Fujitsu Services and representatives from Post Office
TES	Transaction Enquiry Service

## 0.6 Glossary

Term	Definition

## 0.7 Changes Expected

Changes

## 0.8 Accuracy

*“Not applicable”.*

## 0.9 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.



## 1 Service Summary

- 1.1 The Data Centre Operations Service consists of three (3) component services:
- a) the Data Centre Operations Service – this service is described in sections 2 and 3 of this document;
  - b) the AP Client File Re-Send Service – this service component of the Data Centre Operations Service is described in Annex A of this document; and
  - c) the Post Office Financial Systems (POL FS) Hosting Service – this service component of the Data Centre Operations Service is described in Annex B of this document.
- 1.2 The Data Centre Operations Service is responsible for the provision of all Data Centre operations, which includes, for example; all the agents, servers, and databases used to manage and support the Branch Infrastructure and HNG-X Central Infrastructure used to deliver the Business Capabilities and Support Facilities irrespective of technology platform or geographical location.
- 1.3 The primary elements of the Data Centre Operations Service cover the day to day management and operational control of the Data Centre environments located in the live Data Centre and the Disaster Recovery (DR) Data Centre applying ITIL best practice within these environments.
- 1.4 Operational staff will be appropriately trained to carry out the Data Centre Operations Service process, which includes monitoring capability within each of the respective Data Centres to an agreed level.
- 1.5 The Data Centre Operations Service provides on-site operational support in order to identify / minimise interruptions to the HNG-X Services provided by Fujitsu Services.
- 1.6 The management of the Data Centres shall be aligned with the operational requirements within the Branch Infrastructure.
- 1.7 Changes to the Data Centre environments shall be made without impacting the live service and in accordance with Fujitsu Services' corporate working practices and operational standards. No changes will be carried out within the Data Centre without an approved change record.
- 1.8 The Data Centre Operations Service shall be fully compliant with the security management standards and policies and follow approved procedures as set out within the Contract Controlled Document (CCD) entitled: "Security Management Service, Service Description" (SVM/SDM/SD/0017).
- 1.9 The live Data Centre will run in an active / DR mode with the DR Data Centre being used for testing. The live Data Centre (including the communications in and out of the building) is, in its own right, fully resilient. Business Continuity testing is completed during the week (Monday to Friday) for a maximum of two (2) weeks per year, during which operational testing will not take place at the DR Data Centre.
- 1.10 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 Application Support Service (Fourth Line) in respect of Configured POL FS or the SAP Loading Applications.





## 2 HNG-X

### 2.1 Service Definition

#### 2.1.1 Key activities

##### 2.1.1.1 Access Control

The Data Centre Operations Service will provide adequate controls and procedures around access to the Data Centre environments in accordance with the CCD entitled: *"Security Management Service, Service Description"* (SVM/SDM/SD/0017).

##### 2.1.1.2 Incident Management

- Fujitsu Services will be responsible for informing Post Office of any service affecting Incidents.
- The Data Centre Operations Service will conform to the Fujitsu Services Royal Mail Group Account (RMGA) Incident management process as defined in the Working Document entitled: *"RMGA Incident Management Process"* (SVM/SDM/PR/0018) for the following types of Incident management:

###### 2.1.1.2.1 Branch Incident Management

The Data Centre Operations Service will assist the Service Desk, the Branch Network Service and the Central Network Service in resolving Branch Infrastructure and HNG-X Central Infrastructure network faults with Fujitsu Services network communications suppliers.

###### 2.1.1.2.2 Major Incident Management

- 3.3.1.1 The Data Centre Operations Service will ensure that events indicating a potential major Incident are proactively detected and recorded in the Incident Management System. This should be in accordance with the Working Document entitled: *"Fujitsu Services Major Incident Process"* (SVM/SDM/PRO/0001).
- 3.3.1.2 The Incidents shall be classified and prioritised to ensure that escalation occurs where necessary. Investigation and diagnosis of the fault may require attendance in the Technical Bridge. Updates may be required on the current impact of the fault and make use of any existing Post Office / Fujitsu Services major Incident report.
- 3.3.1.3 As part of an on-going service assurance activity the Data Centre Operations Service will participate in major Incident Walkthroughs to take place at regular intervals.

##### 2.1.1.3 Environmental Maintenance

- (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.
- (b) Fujitsu Services shall implement the maintenance schedule as a series of OCP's/MSCs throughout the year. The maintenance schedule shall be reasonably flexible to accommodate any Hardware that requires additional maintenance activities to be undertaken, as identified by the specific Fujitsu Services Hardware supplier.

#### 2.1.1.4 Configuration Management

The Data Centre Operations Service will be responsible for maintaining information regarding:

- data cabling and relationships between equipment;
- power cabling and relationships between equipment;
- rack locations;
- on-site equipment; and
- documentation – e.g. site access forms & delivery notes.

#### 2.1.2 Capacity Management

2.1.2.1 Further details of Fujitsu Services' obligations relating to capacity management are set out in section 2.1.5.4 of the Systems Management Service, Service Description.

2.1.2.2 The Data Centre Operations Service shall monitor the performance of the systems with regard to the actual traffic across Data Centre components to understand the success and failure rates of the traffic/data packets. This will enable the Data Centre Operations Service to manage the Services and utilise capacity to its optimum to ensure the performance levels of the system are maintained to minimise the impact and occurrence of Incidents.

#### 2.1.3 Operational Change Proposals

The Data Centre Operations Service will create and/or impact Operational Change Proposals (OCPs/MSCs) for operational changes in accordance with section 2.1.6 of the CCD entitled: "Service Management Service, Service Description" (SVM/SDM/SD/0007).

#### 2.1.4 Service Management

##### 2.1.4.1 Management of the Data Centre Estate

To ensure the number of Hardware failures is kept to a minimum thereby mitigating risk to both Post Office and Fujitsu Services, Fujitsu Services shall:



1. Continually monitor the state of repair of the installed Hardware within the Data Centre and pro-actively manage the introduction of replacement parts in the appropriate circumstances; and;
2. Continually monitor the performance of the Hardware within the Data Centre and pro-actively log and assist in the resolution of any degradation in performance of such hardware.

#### 2.1.4.2 Continuity of Spares Supply

Fujitsu Services will ensure that 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.

#### 2.1.4.3 Continuous Service Improvement

Fujitsu Services will work closely with Post Office to identify and implement, where agreed, service or cost improvement initiatives within the Data Centre Operations Service.

#### 2.1.4.4 Service Reporting

The Data Centre Operations Service shall, as required, provide service reporting for distribution to Post Office in accordance with the Service Management Service described in the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

#### 2.1.4.5 Supplier Management

The Data Centre Operations Service will be responsible for managing all third party suppliers utilised in the support of the Data Centre environment. These activities include:

- defining the services that the supplier delivers;
- negotiating with the supplier;
- establishing a contract with the supplier;
- monitoring the performance of the supplier;
- performing regular supplier reviews including service initiative reviews;
- managing problems related to the supplier; and
- managing changes related to the supplier.

## 2.2 Service Availability

The Data Centre Operations Service is not directly available to Post Office. It is a service internal to Fujitsu Services and will be available 24 hours per day, every day of the year to support and enable a PO Branch to trade in all levels of the PO business and complete Transactions at any time.

## 2.3 Service Levels and Remedies

### 2.3.1 General Principles

The Data Centre Operations Service has prime responsibility for SLTs with and without associated liquidated damages, performance measures and design targets as set out in sections 2.3.4 to 2.3.8 of this Data Centre Operations Service, Service Description.



2.3.1.1 SLTs detailed in sections 2.3.4 and 2.3.5 of this Data Centre Operations Service, Service Description, which do not specify a measurement period are:

- reported monthly via the SRB; and
- measured over a Service Level Measurement Period equating to a Post Office financial quarter; i.e.
  - (a) January to March;
  - (b) April to June;
  - (c) July to September; or
  - (d) October to December.

2.3.1.2 SLTs detailed in sections 2.3.4 and 2.3.5 of this Data Centre Operations Service, Service Description, which specify the "SLT Calendar Year" as the measurement periods are:

- (a) reported monthly via the SRB; and
- (b) measured over a Service Level Measurement Period equating to a Rolling Year with the exception of Central Systems Availability which is measured over a rolling five (5) year period), i.e. the current month and the previous eleven (11) months.

## 2.3.2 Service Level Relief

Section 2.4: of this Data Centre Operations Service, Service Description sets out the limits which, if exceeded over a monthly period, will entitle Fujitsu Services to adjust the measurement of performance in respect of the Data Centre Operations Service SLTs, and Liquidated Damages Targets (LDTs) if applicable and affected by this excess. Such adjustments shall be made on the following basis:

1. Fujitsu Services shall identify, for joint consideration with Post Office, any failure to achieve the Data Centre Operations Service SLTs and / or LDTs within the month due to the limits being exceeded. 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 SLTs or LDTs 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 performance measurements for the affected SLTs and LDTs in respect of that month shall be reported as reasonably required by the Parties;
2. Following each Service Level Measurement Period, Post Office and Fujitsu Services will assess whether, on average during the relevant Service Level Measurement Period, any of the limits have been exceeded by 10% (ten per cent) or more. In making that assessment, Post Office and Fujitsu Services shall consider the cause of any daily peaks in excess of the daily averages during the relevant Service Level Measurement Period and disregard the measurements in respect of those days where the peaks have arisen as a result of a Fujitsu Services Default. If, having made this assessment, Post Office and Fujitsu Services agree that a limit has been exceeded by 10% (ten per cent) and within any three (3) consecutive months, Post Office and Fujitsu Services shall meet to discuss, (acting reasonably) any appropriate changes to the applicable Data Centre Operations Service SLTs and LDTs; and
3. Any dispute between Post Office and Fujitsu Services arising in connection with the application of this section 2.3.2 of this Data Centre Operations Service, Service Description shall be resolved in accordance with the Dispute Resolution Procedure.



### 2.3.3 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

### 2.3.4 Service Levels for which Liquidated Damages Apply

#### 2.3.4.1 Data Delivery: APS to EDG

- (a) APS SLTs are of generic application to APS Clients and unless otherwise stated by Post Office, the APS shall be fully available in a Branch whenever that Branch is open, either through normal procedures or in fallback operation.
- (b) The APS SLTs and LDTs are specified in sections 2.3.4.1 and 2.3.5.2 of this Data Centre Operations Service, Service Description. The relevant performance measures for all APS Clients (for which services are being provided) shall be aggregated for such purpose of those SLTs, LDTs and Additional Remedy Levels (ARLs). All APS Clients subsequently introduced shall be included in that aggregate unless it is specifically agreed in accordance with the Change Control Procedure.
- (c) Delivery of all APS data files will normally be delivered before 03:00hrs on Day B, the day following the triggering event (the triggering event being the generation of the AP client file on Day A ). All APS client data files go via the EDG Gateway NB. Not all AP client files are generated every day.
- (d) Delivery of EDG data files shall be by 23:59hrs on Day B, the day following the triggering event, the creation of the AP batch file on Day A .

**Table 1**

Description	SLT	Liquidated Damages Formula
Failure to deliver files to the EDG Gateway by 23:59 Day B, per SLT Calendar Year	<=2	Number of Transactions in the non delivered EDG data file x 1.03p

#### 2.3.4.2 Data Delivery Branch to SAPADS - Outbound LFS

Delivery of Outbound LFS data files shall be by 22:00hrs on the same day as the triggering event (the date of the Transaction).

**Table 2**

Description	SLT	Liquidated Damages Formula
Pouch Receipt failures per SLT Calendar Year	<=3	liquidated damages =  $(L - (0.01 * T)) * £3.82$ , or zero if the result of that calculation is negative, where:  L = the number of times (summed for all Branches) that a pouch delivery confirmation entered at a Branch before 19.00 has been



		<p>delivered to SAPADS after 08:00 the next day; and</p> <p>T = the number of times (summed for all Branches) that a pouch delivery confirmation has been entered at a Branch before 19.00.</p> <p>For the purposes of L and T, each delivery will have a single confirmation, whether that delivery comprises one pouch or multiple pouches.</p>
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### 2.3.4.3 Data Delivery: Outbound HR SAP

**Table 3**

Not Used see Document History, Table moved to 6a

### 2.3.4.4 Data Delivery: Inbound LFS

- a) Data that is available at the SAPADS LFS boundary by 06:00hrs Day A.
- b) Delivery of SAPADS planned orders to Branches which occur by 06:00hrs on Sundays shall not be included in the calculation of the SLT set out in Table 4 of this Data Centre Operations Service, Service Description. On Sundays, Fujitsu Services shall use reasonable endeavours to achieve the SLT for the delivery of SAPADS planned orders to Branches.

**Table 4**

Description	SLT	ARL Condition
SAPADS planned orders available for collection by the Branches by 12:00hrs daily – failures per SLT Calendar Year	<=4	<p>ARL (by 12:00hrs)</p> <p>In the event that Fujitsu Services fails to meet, Post Office shall be entitled to recover Post Office's additional costs from Fujitsu Services.</p>

### 2.3.4.5 Data Delivery: Inbound Transaction Correction Records

**Table 5**

Description	SLT	ARL Condition
Failure of Transaction Corrections to	<=4	95% of Transaction Correction Records





be available for collection by Branches by 08:00hrs daily - failures per SLT Calendar Year where the data is available for extraction from configured POL FS at 23:59:59hrs on Day A		available by 23:59:59 on Day A to be at the Branch(es) by 12:00 on Day B.
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### 2.3.4.6 Transaction Times: Banking Functions Transactions

2.3.4.6.1 For the purposes of Banking Functions Transactions, the SLT defined in Table 6 below, are the result of the following calculation:

- (a) for each Banking Functions Transaction, Fujitsu Services shall record the time "T1" as the time elapsed between the request being generated at the relevant Counter Position and the corresponding authorisation being received back at that Counter Position;
- (b) for each Banking Functions Transaction, Fujitsu Services shall record the time "T2" which elapses between the time the request leaves the Fujitsu Services domain for routing into the Banks' domain and the corresponding authorisation being received back into the Fujitsu Services' domain from the Banks; and
- (c) Fujitsu Services shall calculate a value "T" for each Banking Functions Transaction, as follows:

$$T = T1 - T2$$

In addition:

Maximum Counter Wait Period (MCWP) minus Maximum Authorisation Agent Wait Period (MAAWP), referred to as "Additional Time", shall not be less than 15 seconds.

- Any changes to the MCWP and / or MAAWP as referred to in section 2.3.4.6.2 below, where the "Additional Time" is more than or equal to 15 seconds shall be subject to change as defined in the CCD entitled *"Fujitsu Services/Post Office Interface Agreement for Operational Business Change – Product" (CS/PRD/058)* and changes where the MCWP is greater than 40 seconds and / or the resulting "Additional Time" is less than 15 seconds shall be subject to agreement under the Change Control Procedure.
- Banking Functions Transactions shall be those for which a request is generated and a corresponding authorisation is received from the Banks before the earliest of the following events:
  - the MCWP has expired;
  - the Banking Functions Transaction is declined by the Clerk; and
  - the Banking Functions Transaction fails, and
- (a) No other Banking Functions Transaction shall be included in the calculation set out in Table 6 below.

**Table 6**

Description	SLT	Liquidated Damages Formula
Average time (T) for ALL Banking Functions Transactions across ALL Network Connections	< = 2.5 seconds	(((Number of Transactions x( average time of ALL Transactions – 2.5)) +





#### 2.3.4.6.2 NB Request, NB Authorisation and NB Confirmation Action

Fujitsu Services shall ensure that:

Following successful NB Token Validation, a Banking Function Transaction shall not proceed unless a network connection to the Data Centre can be reasonably expected to be established to obtain on-line NB Authorisation. Once that connection has been established, a NB Request shall be sent to the Banks and the Banking Function Transaction shall only proceed if a positive NB Authorisation is received from the Banks and that Banking Function Transaction is not Declined by the Counter Clerk. In the event that the Counter Clerk Declines a Financial Transaction, a C0 Confirmation shall be sent on-line to the Banks.

- There shall be no local facility within a Branch to override a NB Decline response in an NB Authorisation.
- If the NB Authorisation is not for the same amount as the NB Request, the Banking Function Transaction will be Declined by the NB System, except in the case of a NB Request for a Banking Function Transaction type "Withdraw Limit", which will be permitted to proceed subject to the maximum limit set by Reference Data.
- The MAAWP and the MCWP shall be:
  1. Set as parameters in the NB System;
  2. Common for all Banks; and
  3. Configurable by Fujitsu Services' Reference Data,

And in any event, the MCWP shall not exceed 40 seconds.

If, after the generation of a NB Request at a Counter Position or after the Authorisation Agent makes a NB Request available to the Banks, a corresponding NB Authorisation is not received within the MCP or MAAWP respectively, the Banking Function Transaction shall be declined.

### 2.3.5 Service Levels for which Liquidated Damages Do Not Apply

#### 2.3.5.1 Data Delivery: Outbound HR SAP

Table 6a

Description	SLT
HR SAP file delivered to the Post Office gateway by 21.30hrs on the Friday preceding the pay run date	100%





### 2.3.5.5 Data Delivery: Branch to SAPADS - Outbound LFS

Delivery of Outbound LFS data files shall be by 22:00hrs on the same day as the triggering event, (the date of the Transaction).

**Table 10**

Description	SLT
Pouch receipts delivered within 48hrs of creation date	100%
Pouch collection failures per SLT Calendar Year	<=3
Pouch collections delivered within 48hrs of creation date	100%
Cash on Hand details failures to SAPADS per SLT Calendar Year	<=3
Cash on Hand details delivered within 48hrs of creation date	100%

### 2.3.5.6 Data Delivery: Reconciliation

**Table 11**

Description	SLT
Delivery by 08:05hrs Day B (providing the LREC is received by Fujitsu Services at 23:59:59hrs Day A) this is irrespective of a DRSH failure.	<=2 failures in total per SLT Calendar Year
Delivery by 08:05hrs Day B (providing the LREC is received by Fujitsu Services at 01:59:59hrs Day B). If there is a DRSH failure the target is 10.05hrs Day B.	
If the LREC is received by Fujitsu Services between 02.00hrs and 22:00hrs Day B the file will be delivered in line with the target of receipt by 01:59:59hrs Day B but the file will not be enriched with the LREC data until Day C.	
If there is a failure within the Fujitsu Services domain on a system other than DRSH or TES which is being utilised in the generation of the reconciliation and settlement reports, delivery of said reports will be by 12.00hrs Day B.	100%
If the system failure is either of the DRSH or TES, then said reports will be delivered by 18.00hrs Day B	
Number of failures of REC File delivered to CAPO daily by 03.00 hrs	<=2
Number of failures of REC File delivered to A&L daily by 03.00 hrs	<=2
REC Files will be delivered to CAPO by 16.00 hrs on Day B	100%
REC Files will be delivered to A&L by 18.00hrs on Day B	100%



REC Files are dispatched to CAPO and A&L by 00.10hrs daily	N/A
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### 2.3.5.7 Data Delivery: SAPADS to Branch - Inbound LFS

Delivery of SAPADS planned orders to Branches which occur by 06:00hrs on Sundays shall not be included in the calculation of the SLTs set out in Table 12 of this Data Centre Operations Service, Service Description. On Sundays, Fujitsu Services shall use reasonable endeavours to achieve the SLT for the delivery of SAPADS planned orders to Branches.

Where data is available at the SAPADS LFS boundary at 06.00hrs Day A

**Table 12**

Description	SLT
SAPADS planned orders available for use by the Branch by 08:00hrs daily – Failures per SLT Calendar Year	<=4
% of SAPADS planned orders available for use by the Branch within 48hrs of receipt	100%

### 2.3.5.8 Data Delivery: Inbound Transaction Correction Records

**Table 13**

Description	SLT
% of Transaction Corrections available at the Branch within 48hrs of receipt	100%

### 2.3.5.9 Availability: POL FS

**Table 14**

Description	SLT
POL FS availability during each Service Level Measurement Period	98.5%
POL FS shall not be unavailable to Users on any single occasion during the Service Level Measurement Period	> = 4hrs
Where an offsite Fujitsu Services Support Engineer or replacement equipment is required, POL FS shall not be unavailable to Users on any single occasion during the Service Level Measurement Period	> = 10hrs

**2.3.5.10 Availability: TESQA**

- (a) Fujitsu Services shall, upon the expiry of each SLT Calendar Year, measure the time that TESQA was unavailable to be logged on to by TESQA Users as a proportion of the total time between 07:00hrs and 22:00hrs on each day of that year, termed "TESQA Unavailability".
- (b) Fujitsu Services shall notify Post Office in advance of the overnight start and finish times of such overnight maintenance periods, such periods being no longer than 4 hours in duration.
- (c) Notwithstanding the obligation in section 2.3.5.10 (a) Fujitsu Services shall use reasonable endeavours to:
- Ensure that TESQA is available to be logged on to by TESQA Users under normal operation on a 24 x 7 (outside of 07:00hrs and 22:00hrs) basis other than during periods of daily overnight maintenance; and
  - Ensure that during such overnight maintenance periods TESQA is taken off-line for a total period of no longer than 30 minutes.

NB. For Table 15 below: For HNG-X , banking transactions from HNG-X branches are not forwarded from the Branch Database to the DRS during the day. This means that for transactions that go via the DRS, they will only be counted for SLT purposes at the point they are received within the DRS, rather than when they are received by the Branch Database.

**Table 15**

Description	SLT
TESQA availability between 07:00hrs and 22:00hrs for SLT Calendar Year	99.75% which = ≤13hrs 30minutes downtime
Transaction received in the Data Centre between 07.00hrs and 20.00hrs daily will be available within 15 minutes on the TESQA for the SLT Calendar Year	97%
If the TES fails, Transactions received in the Data Centre between 07.00hrs and 20.00hrs daily will be available within 2 hours on the TESQA for the SLT Calendar Year	100%
Transactions received in the Data Centre between 20.00hrs and 22.00hrs daily will be available within 40 minutes on the TESQA for the SLT Calendar Year	97%
If the TES fails, Transactions received in the Data Centre between 20.00hrs and 22.00hrs daily will be available within 2 hours on the TESQA for the SLT Calendar Year	100%
Transactions received in the Data Centre between 22.00hrs on Day A and 07.00hrs on Day B daily will be available within 4 hours on the TESQA for the SLT Calendar Year	100%





### 2.3.5.11 Transaction Times: Banking Functions Transactions

**Table 15a**

Description	SLT
Average time for a Basket Settlement	<= 2 Secs
Maximum time for a Basket Settlement within the 95 <sup>th</sup> Percentile	< =7 Secs
The above 2 SLT measures are valid as long as the agreed average basket size stated in the CCD entitled " <i>Horizon Capacity Management and Business Volumes</i> " (PA/PER/033) is not exceeded.	

## 2.3.6 Operational Level Targets

There are no specific operational level targets (OLT) associated with the Data Centre Operations Service. However, OLTs exist and are documented with individual APS Clients via operational level agreements and are referenced in section 2.9.2 Table 20 of this Data Centre Operations Service, Service Description.

## 2.3.7 Performance Metrics

### 2.3.7.1 Data Loaded to POL FS

Fujitsu Services shall measure the time taken for data to become available for interrogation to TESQA, measured from the time that the data is available within the Data Centre either from an external source, or when an update to the status of a Transaction is recorded in Transaction data by the Data Centre internally, referred to as the "Data Load Time".

**Table 16**

Description	PM
SAPADS data loaded to POL FS by 07:30 hrs Day B if the data is received by 05:30 hrs on Day B	100%
RDS vendors data loaded to POL FS by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
RDS customers data loaded to POL FS by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
RDS product data loaded to POL FS by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
RDS branch data loaded to POL FS by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
MoneyGram Data loaded to POLFS by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%





### 2.3.7.2 Data Delivery: Outbound CTS File to POL Gateway

Table 17

Description	PM
CTS file delivered to the POL gateway by 07:30hrs daily	100%

### 2.3.7.3 Data Delivery: Data Files from POLFS to Post Office Clients

Table 18

Description	PM
Production of NS&I file by 23.59hrs on a Saturday	100%
Production of A&L file by 23.59hrs on a Saturday	100%
Production of SAPADS file by 07.30hrs daily	100%

### 2.3.7.4 Query Time: TES QA

- For the purposes of assessing TESQA query time, a properly constrained Transaction query is one of:
  - (a) A PAN and a date / time range of 31 days or less (rolling);
  - (b) A PAN, an amount and a date / time range of 31 days or less (rolling);
  - (c) A PAN, a Banking Functions Transaction and a date / time range of 31 days or less (rolling);
  - (d) A PAN, a Branch, a frequency greater than 1 and a date / time range of 31 days or less (rolling);
  - (e) No PAN, but an amount greater than 4,999.98 and a date range of less than one (1) day; or
  - (f) No PAN, but a frequency greater than four (4) and a date range of less than one (1) day.
- If Fujitsu Services persistently fails to achieve the performance metric as defined in Table 19 below as a result of a lack of capacity or performance of the HNG-X Central Infrastructure, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.
- Fujitsu Services shall report, if required by Post Office, the TESQA query times. This report will show, for different periods during 07:00hrs and 22:00hrs of each day, the query times for each type of query (including for properly constrained Transaction queries, unconstrained Transaction queries, data queries and count only queries).



NB. Re table 19 below, as a result of the PCI changes, this PM has been relaxed to 2 x 20 seconds within the period between the start of the new data centre and 180 days after the completion of the PCI software rollout to all Horizon counters. Refer to CCN 1202 for details.

**Table 19**

Description	PM
The query time for properly constrained Transaction queries on the TES QA between 07.00hrs and 18.00hrs	<=20 seconds

### 2.3.8 Design Targets

There is no design targets associated with the Data Centre Operations Service.

## 2.4 Service Limits and Volumetrics

Details can be found in the CCD entitled "*Horizon Capacity Management and Business Volumes*" (PA/PER/033)

## 2.5 Assets and Licences

### 2.5.1 Assets

Assets relevant to the Data Centre Operations Service are set out within the Asset Register.

### 2.5.2 Licenses

There are no licences associated with the Data Centre Operations Service.

## 2.6 Charges

### 2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

### 2.6.2 Operational Variable Charge

The Data Centre Operations Service Operational Variable Charge is calculated against the number of Transactions processed at a price per Transaction as defined in Schedule D1 of the Agreement. The price is therefore only variable when the forecast of Transactions per annum changes from the previous year's forecast of Transactions, as defined in the CCD entitled: "*Horizon Capacity Management and Business Volumes*" (PA/PER/003). Where the forecast of Transactions has changed, Fujitsu Services shall, on six (6) months' notice, inform Post Office of such change.

### 2.6.3 Additional Operational Variable Charge

There are no additional operational variable charges applicable to the Data Centre Operations Service.



## 2.7 Dependencies and Interfaces with Other Operational Services

**2.7.1** Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Data Centre Operations Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with other Operational Services as at the Amendment Date as follows:

### 2.7.1.1 The Service Desk

Any changes to the scope of the Data Centre Operations Services may result in Incidents being raised to the Service Desk via the Systems Management Service.

### 2.7.1.2 The Service Management Service

If the scope of the Data Centre Operations Service changed, the Service Management Service may have to take over the role of managing the HNG-X Central Infrastructure and communicating directly with Post Office on the status and nature of faults within the HNG-X Central Infrastructure.

### 2.7.1.3 The Systems Management Service

If the scope of the Data Centre Operations Service changed, the Systems Management Service may take over the Data Centre Operations Service's role in monitoring the Branch Infrastructure and HNG-X Central Infrastructure systems and communicating the status and nature of faults identified to the Service Desk.

### 2.7.1.4 The Central Network Service

The Data Centre Operations Service works closely with the Central Network Service in supporting the HNG-X Telecommunications Infrastructure. If the scope of the Data Centre Operations Service is changed, the Central Network Service may need to manage the Data Centre Operations Service's responsibilities in relation this.

### 2.7.1.5 The Branch Network Service

The Data Centre Operations Service works closely with the Branch Network Service in supporting the HNG-X Telecommunications Infrastructure. If the scope of the Data Centre Operations Service is changed, the Branch Network Service may need to manage the Data Centre Operations Service's responsibilities in relation this.

### 2.7.1.6 The Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Data Centre Operations Service changed, the Service Management Service may have to take over this role.

### 2.7.1.7 The Reference Data Management Service

The Data Centre Operations Service will support any Reference Data changes delivered by the Reference Data Service. If the scope of the Data Centre Operations Service changed, any alternative Service Provider would have to take over this role.



### 2.7.1.8 The Operational Business Change (Branch Change) Service

The Data Centre Operations Service will support any OBC Branch changes delivered by the OBC (Branch Change) Service. If the scope of the Data Centre Operations Service changed, any alternative Service Provider would have to take over this role.

### 2.7.1.9 The Third Line Support Service

The Third Line Support Service may be required to take on some of the monitoring functions completed by the Data Centre Operations Service and would receive a higher proportion of issues for resolution should the Data Centre Operations Service become unavailable.

### 2.7.1.10 The Security Management Service

The Data Centre Operations Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. If the scope of the Data Centre Operations Service changed, the Third Line Support Service or the Systems Management Service might have to take over this role.

## 2.8 Post Office Dependencies and Responsibilities

Post Office responsibilities are as set out in Schedule A5 of the Agreement.

## 2.9 Business Continuity

### 2.9.1 Failover from live to Disaster Recovery Data Centre

#### 2.9.1.1 Failover to the DR Data Centre

Switchover to backup systems within the live Data Centre shall be automated and failover to the DR Data Centre shall be manually configured.

The following sub-services shall be operational from the DR Data Centre within the specified table below of the approval for invoking Data Centre disaster recovery:

Service Description	DR availability target from official notification
Core Solution and Network Banking, including: <ul style="list-style-type: none"> <li>• Branch Database Servers</li> <li>• Client File Transfer (DCS, ETU, Banking)</li> <li>• DCS Servers</li> <li>• FTMS TIP Local &amp; Track and Trace</li> <li>• NBX Banking Agents</li> <li>• Branch Access Layer servers</li> <li>• NPS Servers (Database)</li> </ul>	2 hours
All remaining Services excluding POL-FS: <ul style="list-style-type: none"> <li>• ETU, DVLA &amp; MGRM online Servers</li> <li>• PAF &amp; APOP Agent Servers</li> <li>• TES Application Servers</li> <li>• APOP Servers (Database)</li> <li>• Main Host (Batch Database Server)</li> </ul>	5 hours





(priority would be given to any services crucial at time of DR e.g. DVLA if at end/beginning of month. PAF if at Christmas mailing peak period)	
POL-FS	48 hours

NB. Priority would be given to any services crucial at the time of DR e.g. DVLA if at the beginning/end of the month. The PAF service, if at the Christmas mailing peak period.

### 2.9.1.2 Testing

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 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. 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.

### 2.9.2 Frequency

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 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 Operational Test Plan – Joint Working Document*" (SVM/SDM/TP/0001). Documentation Set Supporting the Service

In addition to the document set listed at section 0.3 of this Data Centre Operations Service, Service Description, the document set listed in Table 20 below supports the delivery of the Data Centre Operations Service. Should any elements of the Data Centre Operations 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.

**Table 20**

Document Ref	Document Title
CS/OLA/005	AP Client Incident Management Operational Level Agreement
CS/OLA/021	Operational Level Agreement With SML (Quantum) Horizon Only
CS/OLA/038	Operational Level Agreement For Logistics Feeder Service
CS/OLA/041	Debit Card Operational Level Agreement
CS/OLA/044	Bureau De Change OLA
CS/OLA/046	Electronic Top Up Operational Level Agreement
CS/OLA/048	Operational Level Agreement For DES/EDG
CS/OLA/049	Operational Level Agreement For SAP Hosting Service
CS/OLA/050	Operational Level Agreement for LINK
CS/OLA/051	Operational Level Agreement for EDS/CAPO
CS/OLA/052	Operational Level Agreement for A&L
CS/OLA/055	Operational Level Agreement for TESQA



## Data Centre Operations Service: Service Description

COMMERCIAL IN CONFIDENCE



CS/OLA/056	Operational Level Agreement For POLFS FTMS Files Delivery Across The Tip Gateway
CS/OLA/057	Operational Level Agreement for Track & Trace
CS/OLA/062	Operational Level Agreement for MoneyGram
AP/OLA/001	Operational Level Agreement for APOP
SVM/SDM/OLA/003	Home Phone & Broadband Ordering OLA. POL & PostCodeAnywhere. POL/TEL/002
SVM/SDM/OLA/004	Home Phone & Broadband Ordering OLA. POL & Fujitsu. POL/TEL/003
SVM/SDM/OLA/005	Home Phone & Broadband Ordering OLA. POL & BT Retail. POL/TEL/001





## 3 New Data Centre Operational to HNG-X Application Roll Out Complete

### 3.1 Service Definition

See sections 2.1.1 and 2.1.4 of this Data Centre Operations Service, Service Description.

### 3.2 Service Availability

See section 2.2 of this Data Centre Operations Service, Service Description.

- 3.2.1 If, during the period between New Data Centre Operational and HNG-X Application Roll Out Complete it becomes necessary for either Data Centre System Resilience or Disaster Recovery facilities to be removed or suspended, Fujitsu Services shall use reasonable endeavours to provide Post Office with four weeks notice of such removal or suspension.
- 3.2.2 Subject to section 3.2.1, section 2.2 of this Data Centre Operations Service, Service Description shall apply during this period.

## 3.3 Service Levels and Remedies

### 3.3.1 General Principles

- 3.3.2.1 Section 2.3 of this Data Centre Operations Service, Service Description shall apply where 80% or more of Branches have migrated to the HNG-X Application with the exception of the following inbound SLTs which will be discontinued for Horizon once the HNG-X Data Centre has been implemented:
- a. section 2.3.4.4: inbound LFS;
  - b. section 2.3.4.5: inbound Transaction Correction Records;
  - c. section 2.3.5.6: inbound LFS; and
  - d. section 2.3.5.7: inbound Transaction Correction Records.
- 3.3.2.2 Where less than 80% of Branches have migrated to the HNG-X Application, sections 3.3.4 to 3.3.6 of this Data Centre Operations Service, Service Description shall apply subject to any provisions to the contrary within section 2.3 of this Data Centre Operations Service, Service Description, in respect of a particular SLT, where SLTs are expressed terms as of performance required by a particular "Day":
- (a) "Day A" means the day of the specified triggering event (such as the date of the Transaction);
  - (b) "Day B" means the day following "Day A"; and
  - (c) "Day C" means the day following "Day B", and so on.
- 3.3.2.3 Where 80% or more of Branches have migrated to the HNG-X Application, although Fujitsu Services will not be measured against the SLTs described in 3.3.4 and 3.3.5 of this Data Centre



Operations Service, Service Description, liquidated damages will still be payable by Fujitsu Services to Post Office in the event Fujitsu Services fails to meet the "Day J" timescales in respect of sections 3.3.4.1 and 3.3.4.4 of this Data Centre Operations Service, Service Description.

### 3.3.2 Service Level Relief

3.3.4.1.1 Section 2.3.2 of this Data Centre Operations Service, Service Description shall apply where 80% or more of Branches have migrated to the HNG-X Application.

3.3.4.1.2 Where less than 80% of Branches have migrated to the HNG-X Application section 3.3.2.3 below shall apply.

3.3.4.1.3 Where Fujitsu Services is obliged to and undertakes a visit to a Branch to recover Transaction records, in accordance with the CCD entitled: "*Engineering Service, Service Description*" (SVM/SDM/SD/0002), in order to avoid the Day J SLTs and LDTs (set out in section 3.3.4 of this Data Centre Operations Service, Service Description) being failed (each a "Recovery Visit"), in assessing whether there has been a failure of those SLTs the following principles shall apply:

- for the purposes of such assessment, the following shall be disregarded from all relevant SLT measurements in respect of the Branches in question:
    - a. days on which Fujitsu Services has been unable to contact a Branch (despite using its reasonable endeavours to do so) to arrange a Recovery Visit, which includes days on which that Branch is not open for business;
    - b. each day of delay caused by a Branch declining the earliest offered date for a Recovery Visit (provided the Recovery Visit offered on that date would not extend beyond the end of the Post Office Core Day or, if later, the Working Hours for that Branch), which includes days on which that Branch is not open for business;
    - c. each day of delay caused by a Branch cancelling, refusing or otherwise preventing an arranged Recovery Visit but excluding days on which a Recovery Visit is prevented by a Branch from being completed as a result of that visit extending beyond the Working Hours for that Branch without prior agreement of that Branch; and
    - d. each day that a Recovery Visit which by prior arrangement with a Branch is scheduled to take place or continue beyond the Working Hours for that Branch, is prevented from being completed by the Branch contrary to that arrangement;
  - For the purposes of such assessment, the period commencing on the day on which Fujitsu Services becomes aware that a Branch does not have the PSTN telephone capability or "plug in" PSTN telephone capability required for a Recovery Visit and ending on and including the day on which the ISDN, ADSL or mobile Branch Network Resilience (BNR) connection is re-established to that Branch shall be disregarded from all relevant SLT measurements in accordance with the application of the SLTs described in section 3.3.4 of this Data Centre Operations Service, Service Description; and
- (a) Fujitsu Services shall arrange to undertake Recovery Visits in order to achieve the Day J SLT set out in section 3.3.4 of this Data Centre Operations Service, Service Description, unless prevented from arranging such visits or from undertaking them within the Post Office Core Day or, if later, the Working Hours for the Branch in question.

3.3.4.1.4 For the periods in which the Banking Functions and/or any of the Horizon Applications (other than Banking Functions) or Infrastructure Services are suspended in accordance with section 3.4.15 of the CCD entitled "*Service Management Service: Service Description*" (SVM/SDM/SD/0007), measurements of Fujitsu Services' performance in respect of all Service



Levels detrimentally affected by such suspension (in respect of those Horizon Applications and Services) shall be disregarded and Fujitsu Services shall be released from those of its obligations in respect of those Horizon Applications and Services which it is unable to perform as a result of such suspension.

### 3.3.3 Rectification Plan

See section 2.3.3 of this Data Centre Operations Service, Service Description.

### 3.3.4 Service Levels for which Liquidated Damages Apply

- (a) Section 3.3.4 of this Data Centre Operations Service, Service Description shall apply where 80% or more of Branches have migrated to the HNG-X Application.
- (b) Where less than 80% of Branches have migrated to the HNG-X Application Tables 21 to 25 below shall apply:

#### 3.3.4.1 Data Delivery: To APS Clients

Table 21

Description	SLT	Liquidated Damages Formula
APS Transactions delivered by day 23:59hrs Day B	96.5%	$((100 - \text{actual level of service by Day J}) / 100 \times \text{total number of Transactions} \times 1.15 \text{pence} +$
APS Transactions delivered by 23:59hrs day C	97.5%	$((98.5 - (\text{the greater of the ARL (98) and the actual level of Service by Day D})) / 100 \times$
APS Transactions delivered by 23:59hrs day D	98.5%	$\text{total number of Transactions} - \text{any day also failing at Day J}) \times 1.15 \text{pence} +$
APS transactions delivered by 23:59hrsday J	100%	$((97.5 - \text{actual level of Service by Day C}) / 100 \times (\text{total number of Transactions} - \text{any also failing on Day D and Day J}) \times 1.15 \text{pence}) +$ $((96.5 - \text{actual level of Service by Day B}) / 100) \times (\text{total number of Transactions} - \text{any also failing at Day J, Day D and Day C}) \times 1.15 \text{pence})$

Where the level of service falls below the ARL of 98%, Post Office shall be entitled to recover in addition to any liquidated damages received as defined in Table 21 above, the greater of:

- (a) Liquidated damages calculated as follows:  
Liquidated damages =  $((\text{ARL (98)} - \text{the actual level of Service by Day D}) / 100 \times (\text{total number of Transactions} - \text{any also failing at Day J}) \times 1.15 \text{pence}; \text{ and}$
- (b) Post Office additional costs.

#### 3.3.4.2 Data Delivery: Branch to SAPADS – Outbound LFS

Table 22

Description	SLT	Liquidated Damages Formula
Confirmation to SAPADS by DAY B of	97.2%	$(L - (0.01 \times T)) \times \text{£}3.00 \text{ or zero if the result of}$



pouch received at Branch by 19.00hrs Day A		<p>that calculation is negative where:</p> <p>L = the number of items (summed for all Branches) that a pouch delivery confirmation entered at a Branch before 19.00hrs has been delivered to SAPADS after 08.00hrs the next day, and</p> <p>T = the number of times (summed for all Branches) that a pouch delivery confirmation has been entered at a Branch before 19.00.</p> <p>For the purposes of L and T, each delivery will have a single confirmation whether that delivery comprises one pouch or multiple pouches.</p>
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### 3.3.4.3 Data Delivery: SAPADS to Branch – Inbound LFS

- (a) Data that is available at the SAPADS LFS boundary by 06:00hrs Day A.
- (b) Delivery of SAPADS planned orders to Branches which occur by 06:00hrs on Sundays shall not be included in the calculation of the SLT set out in Table 22 of this Data Centre Operations Service, Service Description. On Sundays, Fujitsu Services shall use reasonable endeavours to achieve the SLT for the delivery of SAPADS planned orders to Branches.

**Table 23**

Description	SLT	ARL
SAPADS planned orders delivered by 12:00hrs on Day A	96%	In the event that Fujitsu Services fails to meet. The Post Office shall be entitled to recover its additional costs from Fujitsu Services.





### 3.3.4.4 Data Delivery: Inbound Transaction Corrections Delivered to Branches

Data that is available to Fujitsu Services by 23:59:59hrs on Day A.

**Table 24**

Description	SLT	Liquidated Damages Formula
Transaction corrections available at the Branch by 08.00hrs on Day B	90%	$((100 - \text{actual level of service by Day J}) / 100 \times \text{total number of Transactions} \times 1.15 \text{ pence} +$
Transaction corrections available at the Branch by 12.00hrs on Day B	96%	$((96 - \text{the actual level of Service by 12:00hrs Day B}) / 100 \times \text{total number of Transactions} - \text{any day also failing at Day J}) \times 1.15 \text{ pence} +$
Transaction corrections available at the Branch by 23:59:59hrs on Day J	100%	$((90 - \text{actual level of Service by 08:00hrs Day B}) / 100 \times (\text{total number of Transactions} - \text{any also failing by 12:00hrs on Day B and Day J}) \times 1.15 \text{ pence})$

### 3.3.4.5 Transaction Times for Banking Functions

For the purposes of Banking Functions Transactions, the SLT defined in Table 25 below, are the result of the following calculation:

- For each Banking Functions Transaction, Fujitsu Services shall record the time "T1" as the time elapsed between the request being generated at the relevant Counter Position and the corresponding authorisation being received back at that Counter Position.
- For each Banking Functions Transaction, Fujitsu Services shall record the time "T2" which elapses between the time the request leaves the Fujitsu Services domain for routing into the Bank's domain and the corresponding authorisation being received back into the Fujitsu Services domain from the Bank.

- Fujitsu Services shall calculate a value "T" for each Banking Functions Transaction, as follows:

$$T = T1 - T2$$

In addition:

- Maximum Counter Wait Period (MCWP) minus Maximum Authorisation Agent Wait Period (MAAWP), referred to as "Additional Time", shall not be less than 15 seconds;
- Any changes to the MCWP and / or MAAWP as referred to in section 2.3.4.6.2 above, where the "Additional Time" is more than or equal to 15 seconds shall be subject to change as defined in the CCD entitled "*Fujitsu Services/Post Office Interface Agreement for Operational Business Change – Product*" (CS/PRD/058) and changes where the MCWP is greater than 40 seconds and / or the resulting "Additional Time" is less than 15 seconds shall be subject to agreement under the Change Control Procedure.
- Banking Functions Transactions shall be those for which a request is generated and a corresponding authorisation is received from the Banks before the earliest of:
  - The MCWP has expired;
  - The Banking Functions Transaction is declined by the Clerk; and
  - The Banking Functions Transaction fails; and





(e) No other Banking Functions Transaction shall be included in the calculation set out in Table 25 below.

**Table 25**

Description	SLT	Liquidated Damages Formula
Average time (T) for ALL Banking Functions Transactions across ALL Network Connections.	<=2.5 Seconds	(((Number of Transactions x( average time of ALL Transactions – 2.5)) +

### 3.3.5 Service Levels for which Liquidated Damages Do Not Apply

- (a) Section 2.3.5 of this Data Centre Operations Service, Service Description shall apply where 80% or more of Branches have migrated to the HNG-X Application.
- (b) Where less than 80% of Branches have migrated to the HNG-X Application Tables 26 to 30 below shall apply:

#### 3.3.5.1 Data Delivery: APS to EDG, Alliance & Leicester and Directly Connected Clients

**Table 26**

NB. No longer Valid as no Directly Connect Clients

#### 3.3.5.2 Data Delivery: Branch to SAPADS – Outbound LFS

Where data is available at the Branch by 19:00hrs on Day A

**Table 27**

Description	SLT
Confirmation to SAPADS of pouch received at Branch by 22:00hrs Day A	97%
Confirmation to SAPADS of pouch received at Branch by Day I	100%
Details of SAPADS pouch collected from Branch by 22:00hrs Day A	97%
Details of SAPADS pouch collected from Branch by Day B	97.2%
Details of SAPADS pouch collected from Branch by Day I	100%
Daily Cash on Hand details to SAPADS by 23:59hrs Day A	96.25%



### 3.3.5.3 Data Delivery: Outbound to POLMIS

Table 28

Description	SLT
Transaction records to TIP Gateway by 03.00hrs Day B	96%
Transaction records to TIP Gateway by 03.00hrs Day C	97%
Transaction records to TIP Gateway by 03.00hrs Day D	98%
Transaction records to TIP Gateway by 03.00hrs Day J	100%

### 3.3.5.4 Data Delivery: Outbound to POL FS

Table 29

Description	SLT
Transaction records loaded to configured POL FS by 07.30hrs Day B	96%
Transaction records loaded to configured POL FS by 07.30hrs Day C	97%
Transaction records loaded to configured POL FS by 07.30hrs Day D	98%
Transaction records loaded to configured POL FS by 07.30hrs Day J	100%

### 3.3.5.5 Data Delivery: SAPADS to Branch – Inbound LFS

Where data is available at the SAPADS LFS boundary at 06.00hrs Day A

Table 30

Description	SLT
SAPADS planned orders delivered by 08:00hrs on Day A	90%

## 3.3.6 Operational Level Targets

See section 2.3.6 of this Data Centre Operations Service, Service Description.

## 3.3.7 Performance Metrics

See section 2.3.7 of this Data Centre Operations Service, Service Description.

## 3.3.8 Design Targets

See section 2.3.8 of this Data Centre Operations Service, Service Description.

## 3.4 Service Limits and Volumetrics

See section 2.4 of this Data Centre Operations Service, Service Description.



### 3.5 Assets and Licences

See section 2.5 of this Data Centre Operations Service, Service Description.

### 3.6 Charges

See section 2.6 of this Data Centre Operations Service, Service Description.

### 3.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Data Centre Operations Service, Service Description.

### 3.8 Post Office Dependencies and Responsibilities

- Section 2.8 of this Data Centre Operations Service, Service Description shall apply, subject to section 3.8.2 below.
- There will be no changes to any of the electronic application interfaces to external Post Office Clients.

### 3.9 Business Continuity

#### 3.9.1 Failover from live to Disaster Recovery Data Centre

Subject to section 3.2.1, switchover to backup systems within the live Data Centre shall be automated and failover to the DR Data Centre shall be manually configured and in line with the service requirements as stated in section 2.9.1.1. of this Service Description.

### 3.10 Documentation Set Supporting the Service

See section 2.9.2 of this Data Centre Operations Service, Service Description.



## 4 Annex A: AP Client File Re-Send Service

### 4.1 HNG-X

#### 4.1.1 Summary

- The AP Client File Re-Send Service allows Post Office to request that AP Client Transaction files, that have been processed and sent within seven (7) days of original transmission, are re-sent to the EDG Gateway or are sent to Post Office directly.
- The AP Client File Re-Send Service is a "Call Off" Service, with an appropriate charge raised by Fujitsu Services as set out in Schedule D1 of the Agreement, via the Ad-Hoc process from the POLSD.
- Fujitsu Services staff will be suitably trained to carry out the AP Client File Re-Send Service.

#### 4.1.2 Service Definition

##### 4.1.2.1 Service Components

The AP Client File Re-Send Service comprises the following components:

- (a) Request for file re-send – Post Office responsibility Ad-Hoc Process;
- (b) File re-send and confirmation to Post Office – Fujitsu Services responsibility; and
- (c) Liaison with the CSC/EDG team – Post Office responsibility.

Each of the above components is described within this Annex A to this Data Centre Operations Service, Service Description. Further lower level detail is provided within the Working Document entitled: *"AP Client File Re-Send – Joint Working Document" (SVM/SDM/PRO/0007)*.

##### 4.1.2.2 Request for file re-send

Post Office shall make the request by electronic mail (email) to a Fujitsu Service mailbox (RMGA Ad-Hoc) and shall also contact Fujitsu Services by telephone notifying that a request has been made. The email shall state:

- (a) the APS Client name;
- (b) the original name and transfer date of the file(s) required to be re-sent;
- (c) whether the file is to be sent to the EDG Gateway or to the Post Office;
- (d) the addressee and location if the file is to be sent on CD-ROM to Post Office; (Only in an extreme DR situation) and
- (e) for a DES/EDG or Alliance & Leicester Client, the file-prefix to be used for the re-send file.



#### 4.1.2.3 File re-send and confirmation to Post Office

- Fujitsu Services will re-send the transaction file to the EDG Gateway over the automated interface to the EDG gateway, or will send to POL electronically (email) or copy the transaction file onto a CD-ROM and despatch this via secure courier, as requested by Post Office.
- Files for a Non-DES/EDG or Non-Alliance & Leicester Client will be sent with the original filename.
- Files for a DES/EDG or Alliance & Leicester Client will have the file prefix changed to a value specified by Post Office.
- Fujitsu Services will advise Post Office when the file re-send to the EDG Gateway has been achieved or when the CD-ROM has been despatched.

#### 4.1.2.4 Liaison with Client

Post Office shall liaise with CSC for the received re-delivery to the EDG gateway and then liaise with the APS Client and advise the APS Client when the file has been re-sent, and confirm that the APS Client has received the file.

#### 4.1.3 Service Availability

The AP Client File Re-Send Service will be available for receipt and processing of service requests between the hours of 09:00 to 17:30 Monday to Friday excluding all Bank Holidays.

#### 4.1.4 Service Levels and Targets

##### 4.1.4.1 Operational Service Levels

Fujitsu Services will use reasonable endeavours to action the Post Office request for an AP Client File Re-Send within the Working Day on which the request is received. However, the minimum lead-time between receipt of the AP Client File Re-Send request and the file re-send is four (4) hours.

##### 4.1.5 Service Limits

- The AP Client File Re-Send Service will be operated on a per APS Client basis, hence file re-send requests for multiple APS Clients operating through the same Agent will be treated as separate requests. Therefore each request shall be for either:
  - one (1) APS Client and up to a maximum of seven (7) files per request; or
  - Post Office and for a maximum of one (1) file per request.
- The maximum frequency of AP Client File Re-Send requests shall be two (2) requests per Working Day but limited to a total of five (5) requests per working week.

#### 4.1.6 Charges

The AP Client File Re-Send Service Charges are set out below in respect of those file re-send activities detailed in Table 31 below.

Table 31

Charge		AP Client File Re-Send Service	
© Copyright Fujitsu Services Limited 2009	COMMERCIAL IN CONFIDENCE	Ref:	SVM/SDM/SD/0003
		Version:	3.0
		Date:	08-Oct-2009
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STORED





Band	
A: £500	Request for file re-send to Client/Agent gateway
B: £500	Request for file delivery to Post Office

#### 4.1.7 Post Office Dependencies and Responsibilities

Post Office shall be responsible for the following:

- (a) submission of the AP Client File Re-Send request to Fujitsu Services;
- (b) liaison with APS Client; and
- (c) Obtaining all necessary consents, authorisations and notifications from the relevant Data Controllers, to enable personal data to be processed by Fujitsu Services as part of this service, in compliance with the Data Protection Act 1998.

#### 4.1.8 Documentation Set Supporting the Service

See section 2.10 of this Data Centre Operations Service, Service Description.

### 4.2 New Data Centre Operational to HNG-X Application Roll Out Complete

#### 4.2.1 Summary

See section 4.1.1 of this Annex A to this Data Centre Operations Service, Service Description.

#### 4.2.2 Service Definition

See section 4.1.2 of this Annex A to this Data Centre Operations Service, Service Description.

#### 4.2.3 Service Availability

See section 4.1.3 of this Annex A to this Data Centre Operations Service, Service Description.

#### 4.2.4 Service Levels and Targets

See section 4.1.4 of this Annex A to this Data Centre Operations Service, Service Description.

#### 4.2.5 Service Limits

See section 4.1.5 of this Annex A to this Data Centre Operations Service, Service Description.

#### 4.2.6 Charges

See section 4.1.6 of this Annex A to this Data Centre Operations Service, Service Description.



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#### **4.2.7 Post Office Ltd Dependencies and Responsibilities**

See section 4.1.7 of this Annex A to this Data Centre Operations Service, Service Description.

#### **4.2.8 Documentation Set Supporting the Service**

See section 2.10 of this Data Centre Operations Service, Service Description.



## 5 Annex B: POL FS Hosting Service

### 5.1 HNG-X

#### 5.1.1 Summary

- Fujitsu Services will provide the following POL FS Hosting Service components which together comprise the POL FS Services:
  - a. Platform hosting;
  - b. Support management; and
  - c. Non-functional testing and release management of transports.
- The responsibility for hosting the presentation layer (the SAP Front End), support of POL FS User access and printing is held by PRISM, who is separately contracted to Post Office.
- Fujitsu Services and the Post Office intend to perform the tasks assigned to them and to follow the procedures detailed in the Working Document entitled: *"POL FS Hosting Service – Joint Working Document"* (SVM/SDM/PRO/0009).
- There is no requirement for printing on special stationery so Fujitsu Services will provide no facilities for this.
- There will be no interfaces with Configured POL FS other than those described in the CCD entitled: *"Horizon to POL Finance Systems Interface Specification"* (EA/IFS/001) and the document entitled *"SAPADS to POL FS Application Interface Specification"* (BP/DES/030).
- The service management of the POL FS Services will be delivered within the existing service management framework between Fujitsu Services and Post Office as described within section 3.1.4 of this Data Centre Operations Service, Service Description.
- The charges for the POL FS Hosting Service are included in the Charges for the Data Centre Operations Service.
- SAP Software will be run on three platforms, hosted within the Data Centre. The three platforms are the:
  - d. Development SAP System;
  - e. QA/Test SAP System; and
  - f. Production SAP System.

#### 5.1.2 Service Definition

Fujitsu Services will support POL FS Users and the development and operation of Configured POL FS by supplying the POL FS Hosting Service detailed below.

##### 5.1.2.1 Platform Hosting

- Fujitsu Services will host the development POL FS System and production POL FS System within its live Data Centre.
- Fujitsu Services will host the QA/Test POL FS System within its DR Data Centre.



- The QA/Test POL FS System will act as the fail-over system for the production POL FS System and will be effective within forty-eight hours of the production POL FS System failure.
- There is no fail-over system for the development or QA/Test POL FS Systems.
- Fujitsu Services will extend its standard Data Centre Hardware and operating system maintenance and administration functions to encompass the POL FS System.
- Fujitsu Services will at all times maintain the integrity of data within the POL FS System.
- The access control policy set out in the CCD entitled: *"Security Management Service, Service Description" (SVM/SDM/SD/0017)* will be applicable in relation to the POL FS System. In addition:
  - (a) Fujitsu Services will take reasonable steps to protect the POL FS System from unauthorised external intrusion; and
  - (b) Access to individual SAP Software instances will be restricted to authorised users. User authority will be granted by the party making use of that instance: namely: CSC/Steria for instances PLD and PLQ; Post Office for instances PLE and PLP.
- Fujitsu Services will manage and operate the technical interfaces between Configured POL FS and the following:
  - (a) SAPADS (Post Office being responsible for the provision of a daily file from SAPADS providing movements of cash and near-cash for each Cash Centre);
  - (b) The HNG-X Central Infrastructure, there being a daily set of files from TMS that will be used to populate the Post Office financial ledgers with daily cash and near cash information from Branches; and
  - (c) The initiation of batch data loads, which is controlled by the Fujitsu HNG-X scheduling tool (Maestro). This tool may invoke programs that have been provided to Post Office by a third party (e.g. CSC/Steria), and which are outside the scope of the POL FS Hosting Service provided by Fujitsu Services.

#### 5.1.2.2 Wide Area Network (WAN)

- The POL FS WAN provides a network to support:
  - (a) A batch file interface from SAPADS to POL FS;
  - (b) The interfaces between TMS and Post Office infrastructure; and
  - (c) On-line POL FS Services.
- Fujitsu Services will manage the POL FS WAN links to the Post Office Northern data centre, through the provision and support of required network circuits, routers, switches, firewalls and other associated Hardware.

#### 5.1.2.3 SAP Basis Management

- (a) Fujitsu Services will:
  - Manage daily administration and system monitoring functions of SAP Basis;
  - Monitor the performance of SAP Basis; and
  - Undertake performance management of SAP Basis on a daily basis.
- (b) SAP Production business daily data backup is stored for four (4) days, after which, the media is recycled.



#### 5.1.2.4 Non-Functional Testing and Release Management of Transports

- (a) Fujitsu Services will perform non-functional testing to ensure that changes planned to the HNG-X Service Infrastructure or Configured POL FS do not adversely impact each other.
- (b) Software patches recommended by SAP, Oracle or Solaris will be reviewed quarterly by Fujitsu Services, Post Office and PRISM.
- (c) Software changes that Fujitsu Services and Post Office (or PRISM on behalf of the Post Office) agree to implement will be applied to the development POL FS System first, then to the QA/Test POL FS System and finally to the production POL FS System.
- (d) Software changes (applied using the transport mechanism) will be applied in numerical sequence. The allocation of numbers in that sequence to such software changes will be the responsibility of Post Office and Post Office will also be responsible for ensuring that Fujitsu Services is notified of the numbering sequence that is used.
- (e) Fujitsu Services will provide transport management, testing and release management facilities for the POL FS System in relation to PLN, PLV and PLE.

#### 5.1.2.5 Incident Management

Post Office and Fujitsu Services' joint Incident management processes are detailed within the Working Document entitled: *"POL FS Hosting Service – Joint Working Document"* (SVM/SDM/PRO/0009).

#### 5.1.2.6 Service Management Reporting and Review

- The Service Management responsibilities will include:
  - (a) Monitoring service performance;
  - (b) Ensuring management of the resolution of any issues that arise; and
  - (c) Representing Fujitsu Services at the POL FS operational review forum described in section 5.1.2.6.3 below.
- The following Services will apply in relation to the SAP System:
  - (a) Problem management;
  - (b) Business Continuity Services; and
  - (c) Capacity Management Services.
- A joint POL FS forum will be established between Post Office, PRISM and Fujitsu Services, the purpose of which will be to consider:
  - (a) The performance of the POL FS Services and services provided by PRISM against the targets set out in the Working Document entitled: *"POL FS Hosting Service – Joint Working Document"* (SVM/SDM/PRO/0009);
  - (b) The impact of any forecast or planned service changes; and
  - (c) The impact of any service improvements.
- Fujitsu Services is not obliged to deliver any management information or reports to Post Office concerning Configured POL FS or the POL FS System.
- Any management information that is agreed and supplied will be documented within the Fujitsu Services SRB as described in the CCD entitled: *"Service Management Service, Service Description"* (SVM/SDM/SD/0007).





### 5.1.3 Service Availability

- The POL FS Production Service will be available to be logged onto by POL FS Users during the hours of 07:30hrs to 19:30hrs, Monday to Friday, excluding Bank Holidays, or as otherwise agreed between Fujitsu Services and Post Office.
- The period between 19:30hrs and 07:30hrs the following morning will be available to Fujitsu Services for back-up and batch processing functions.
- The Fujitsu Services Duty Manager is available 24 hours a day, 7 days a week.
- The Fujitsu Services Duty Manager will be available as a point of contact for Post Office in the event that a problem requires escalation.

### 5.1.4 Service Levels and Targets

#### 5.1.4.1 General Principles

The Service Level Targets applicable to the POL FS Services are set out in sections 2.3.4.3, 2.3.5.2, 2.3.5.7 and 2.3.5.8 of this Data Centre Operations Service, Service Description.

#### 5.1.4.2 POL FS Availability

- Fujitsu Services shall measure the time that Configured POL FS in live operational use (as opposed to in development or testing environments) is available to be logged into by POL FS Users as a proportion of the total time between 07:30hrs and 19:30hrs on Working Days ("POL FS Availability").
- Measuring time in relation to section 5.1.4.2 (a) between 07:30hrs and 19:30hrs on Working Days only and excluding time required, following a failure, to repair or recover Configured POL FS, the SAP Loading Applications and/or the underlying database.
- If the elements of the POL FS System used to support live operational use of Configured POL FS become unavailable and failover occurs pursuant to paragraph 5.2 of Schedule B2 the period of such unavailability shall not be taken into account for the purposes of assessing Fujitsu Services' performance in respect of the SLT set out in section 2.3.5.4 Table 9 of this Data Centre Operations Services, Service Description.
- In the event that the SLT set out in section 2.3.5.4 Table 9 of this Data Centre Operations Services, Service Description is not met, Fujitsu Services shall provide Post Office with an analysis of the reasons for the failure. Post Office and Fujitsu Services shall agree a reasonable rectification and improvement plan to address the failure.

#### 5.1.4.3 Data Loading

- When a new Client interface to the POL FS System is introduced by Post Office the design target for "New Client" shall apply to data being loaded from that Client provided that:  
No volumes in the CCD entitled "*Horizon Capacity Management and Business Volumes*" (PA/PER/033) are exceeded; and  
No new physical link to the POL FS System is required.
- The measurement of the design targets in section 5.1.4.3 (a) shall not include any failure to load any data onto Configured POL FS where such failure is caused either by:
  - (a) The incorrect functioning of PRISM application code; or



- (b) The incorrect configuration of Configured POL FS (including but not limited to missing FAD) provided that such incorrect configuration is a result of configuration activity that is not the responsibility of Fujitsu Services.
- If Fujitsu Services persistently fails to achieve the targets described in section 2.3.7.1 Table 16 of this Data Centre Operations Services, Service Description as a result of lack of capacity or performance of the POL FS System, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

#### 5.1.4.4 Transaction Performance

- a. For the purposes of this section 5.1.4.4, "SAP System Time" means the time that it takes for the SAP Software elements (excluding network and communication links) of the POL FS System to complete any given transaction that a POL FS User may perform using Configured POL FS.
- b. The Parties shall agree from time to time that a reasonable sample set of transactions types that may be undertaken by POL FS Users ("Sample Transaction Types") using Configured POL FS and a target maximum SAP System Time in respect of each such transaction type.
- c. Fujitsu Services shall monitor the Sample Transaction Types to determine the average SAP System Time for transactions of each Sample Transaction Type in each Service Level Measurement Period.
- d. Fujitsu Services shall use reasonable endeavours within the capacity and performance constraints of the POL FS System to ensure that the average SAP System Times for transactions of each Sample Transaction Type as measured in each Service Level Measurement Period do not exceed the applicable target maximum SAP System Times specified herein.
- e. If Fujitsu Services persistently fails to achieve the targets referred to in section 5.1.4.4 as a result of a lack of capacity or performance of the POL FS System, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

#### 5.1.4.5 Data File Production

- Provided that data is available to be extracted from Configured POL FS by the times agreed for the commencement of the jobs to perform the extractions as set out in the CCD entitled "*Impact Programme POL Financial System S80 Technical Specifications*" (EA/IFS/030), Fujitsu Services shall use reasonable endeavours to produce the data files from Configured POL FS as described within section 2.3.7.3 Table 18 of this Data Centre Operations Service, Service Description.
- The measurement of the design targets in section 2.3.7.3 Table 18 shall not include any failure to extract any data from Configured POL FS where such failure is caused either by:
  - (a) The incorrect functioning of PRISM application code; or
  - (b) The incorrect configuration of Configured POL FS (including but not limited to missing FAD) provided that such incorrect configuration is a result of configuration activity that is not the responsibility of Fujitsu Services.
- If Fujitsu Services persistently fails to achieve the targets described in section 2.3.7.3 Table 18 of this Data Centre Operations Service, Service Description as a result of lack



of capacity or performance of the POL FS System, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

#### 5.1.4.6 Failover

If the elements of the POL FS System used to support live operational use of Configured POL FS become unavailable and failover occurs pursuant to section 5.1.6.2 of this Data Centre Operations Service, Service Description, the period of such unavailability shall not be taken into account for the purposes of assessing Fujitsu Services' performance in respect of the design targets set out in sections 2.3.7.1, 2.3.7.2 and 5.1.4.4 of this Data Centre Operations Service, Service Description.

#### 5.1.4.7 Performance Measures

The performance measures applicable to the POL FS Services are set out in sections 2.3.7.1, 2.3.7.2, and 2.3.7.4 of this Data Centre Operations Service, Service Description.

### 5.1.5 Post Office Dependencies and Responsibilities

- (a) Post Office will be responsible for:

The configuration of Configured POL FS and the SAP Loading Applications;

Ensuring that the interface between the HNG-X Service Infrastructure and Configured POL FS is capable of successful operation in accordance with the CCD entitled "*Horizon to POL Finance Systems Interface Specification*" (ES/IFS/001) and that the interface between SAPADS and Configured POL FS is capable of successful operation in accordance with the document entitled "*SAPADS to POL FS Application Interface Specification*" (BP/DES/030);

Making best use of available processing power by initiating the optimal number of parallel load processes;

Minimising rework in the event of a system failure, including the employment of techniques that allow data load to restart as close as possible to the point of failure;

Ensuring that data files required for loading onto Configured POL FS from SAPADS are made available to Fujitsu by SAPADS no later than 04:00hrs each day;

Ensuring that the status of the bespoke batch processing jobs, are undertaken by or using Configured POL FS are detectable by the management systems within the HNG-X Service Infrastructure;

Providing all support and maintenance (first, second, third and fourth line) for Configured POL FS and the POL FS Loading Applications;

Providing everything necessary for POL FS users to access Configured POL FS beyond that provided by the Services and the HNG-X Service Infrastructure including, without limitation, configuration of the POL FS Front End;

POLFS User Management.

The approving of the changes to Configured POL FS through the authorisation of OCPs or SAP Transports.

- (b) Post Office shall comply with its obligation set out in section 5.1.2.4.4.



### 5.1.6 Business Continuity

- (a) In the event that an Incident or a major failure of the Production SAP System causes the Production SAP System (situated in the live Data Centre) to be unavailable:

Fujitsu Services shall notify Post Office of such Incident or failure (in such manner as is practicable in the circumstances) as soon as reasonably practicable and if such notification is not in written form, shall confirm in writing in accordance with the normal practice for Incident management between the Parties;

The QA/Test SAP System (situated in the DR Data Centre) shall be used as the failover system for the Production SAP System; and

The POL FS Services in respect of the QA/Test SAP System shall be suspended for the duration of such Incident or failure.

- (b) Fujitsu Services shall ensure that the time taken for failover referred to in section 5.1.6.1 (measured between notice being given by Fujitsu Services pursuant to section 5.1.6.1(a) and the QA/Test SAP System being re-configured for use as the Production SAP System) does not exceed 48 hours. In the event that such failover is required, it shall be permissible for the POL FS Services to be reduced in terms of number of concurrent users, response times and hours of service.
- (c) Fujitsu Services is not obliged to provide failover systems for the QA/Test SAP System or the Development SAP System and, in the event that an Incident or a system failure causes either the QA/Test SAP System or the Development SAP System to become unavailable, the POL FS Services in respect of the QA/Test SAP System and the Development SAP System shall be suspended for the duration of such Incident or failure.
- (d) In the event that Fujitsu Services gives notice pursuant to section 5.1.6.1(a) above, Post Office shall ensure that the QA/Test SAP System is available for failover within two hours of such notice being given.

### 5.1.7 Documentation Set Supporting the Service

The document set listed at section 0.3 of this Data Centre Operations Service, Service Description, supports the delivery of the POL FS Hosting Service. Should any elements of the POL FS Hosting 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.

## 5.2 New Data Centre Operational to HNG-X Application Roll Out Complete

### 5.2.1 Summary

See section 5.1.1 of this Annex B to this Data Centre Operations Service, Service Description.

### 5.2.2 Service Definition

See section 5.1.2 of this Annex B to this Data Centre Operations Service, Service Description.

### 5.2.3 Service Availability

See section 5.1.3 of this Annex B to this Data Centre Operations Service, Service Description.



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## 5.2.4 Service Levels and Targets

### 5.2.4.1 Service Level Targets

The Service Level Targets applicable to the POL FS Hosting Services are set out in section 3.3.5.3, of this Data Centre Operations Service, Service Description.

## 5.2.5 Post Office Dependencies and Responsibilities

See section 5.1.5 of this Annex B to this Data Centre Operations Service, Service Description.

## 5.2.6 Business Continuity

See section 5.1.6 of this Annex B to this Data Centre Operations Service, Service Description.

## 5.2.7 Documentation Set Supporting the Service

See section 5.1.7 of this Annex B to this Data Centre Operations Service, Service Description.