FUJ00232613

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Abstract:	This OLA is a description of the 4th line HNGX Operations Service provided under contract to Royal Mail Group Account & Post Office Limited
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Author & Dept:	Seth Rhodes, Royal Mail Group Account
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Approval Authorities:

Name	Role	Signature	Date
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Dave Keeling	Operational Director, Royal Mail Group Account, Fujitsu Services		

FUJ00232613

0 Document Control

0.1 Table of Contents

FUJ00232613

0.2 Document History

FUJ00232613

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1	1/6/2009	New OLA created to reflect the operational levels agreement between 3rd and ODC 4th line HNGX support	
2	9/6/2009	Updated with Tony Little's comments	
3	25/6/2009	Updated with information from Adam Cousins	
4	3/7/2009	Updated following review with Steve Godson	
5	5/08/2009	Updated following information provided by Infinite on ITSG support.	
6	15/8/2009	Updated follow latest round of reviews and to include firewall proposal	
7	25/8/2009	Updated to include comments from Graham Allen	
8	26/8/2009	Updated following formal review with Infinite and 4LS UK	
9	7/10/2009	Updated following review with Ian Turner	

0.3 Review Details

Review Comments by :	
Review Comments to :	Seth.Rhodes GRO
Mandatory Review	
Role	Name
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AS Operations	Adam Cousins
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Release Management	Sarah Payne
Infrel Dev	Karen Morley
RMGA Service Director	Gaetan Van Achte
Optional Review	

FUJ00232613

Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(*) = Reviewers that returned comments

FUJ00232613

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/0018			RMGA Customer Service Incident Management Process	Dimensions
SVM/SDM/PRO/0001			RMGA Customer Service Major Incident Management Process	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service Description	Dimensions
CS/FSP/002			Horizon Service Desk Call Enquiry Matrix and Incident Prioritisation	Dimensions
SVM/SDM/PRO/0025			RMGA Customer Service Problem Management Process	Dimensions
SVM/SDM/SIP/0001			RMGA Customer Service Business Continuity Framework	Dimensions
PGM/CHM/PRO/0001			RMGA Change Management Process (for CPs)	Dimensions
PA/PRD/019			RMGA Customer Service Change Management Process (for OCPs)	Dimensions
C-MSv1.6			Managed Service Change (MSC) Process	Café Vik
SVM/SDM/SD/0004			Third Line Support Service: Service Description	Dimensions
SVM/SDM/SD/0005			Application Support Service(Fourth Line)	Dimensions
CS/FSP/006			End to End Support Process, Operational Level Agreement	Dimensions
DEV/GEN/TEM/0009			Counter Support Risk Management Process	Dimensions
C-MP 1.2			Fujitsu Services Risk Management Process	Café Vik

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

FUJ00232613

0.5 Abbreviations

Abbreviation	Definition
ADSL	Asynchronous Digital Subscriber Line
AP	Automated Payment
CCD	Contract Controlled Document
CP	Change Proposal
CSIP	Continuous Service Improvement Plan
DVLA	Driver Vehicle Licensing Agency
GDC	Global Delivery Centre
HSD	Horizon Service Desk
ISDN	Integrated Services Digital Network
ITIL	Information Technology Infrastructure Library
KEL	Known Error Log (and support knowledge entries)
LAN	Local Area Network
LST	Live Support Testing
MSC	Managed Service Change
NNM	Network Node Manager
Peak	RMGA proprietary call management system
ODC	Off- Shore Delivery Centre
OCP	Operational Change Proposal
OLA	Operational Level Agreement
RMGA	Royal Mail Group Account
RADIUS	Remote Authentication Dial In User Service
SLA	Service Level Agreement
SLT	Service Level Target
SSC	Software Support Centre
4LS	4th line support for HNGx
SMC	Service Management Centre
MOR	Model Office Release
WAN	Wide Area Network

0.6 Glossary

Term	Definition
Branch	For the purposes of this document “Branch” shall mean all Post Office Premises with the Horizon Service Infrastructure. For the avoidance of doubt, this excludes stand alone Horizon terminals.

FUJ00232613

0.7 Changes Expected

Changes

0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Security Risk Assessment

I consider there are security risks related to the content of this document, and I will follow Fujitsu Services Risk Assessment Process as described in C-MP 1.2 on Café VIK, and will insert into Section 0.4 (above) a cross-reference to the resulting documentation.

1 Service Summary

4th Line Support Service

FUJ00232613

The Application Support Service (Fourth Line) provides:

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

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

(c) Programme support, the detail of which is set out in Annex A in the Applications Support Service (Fourth Line) Service Description(SVM/SDM/SD/0005)

2 Service Principles

FUJ00232613

2.1 4LS Service Team

4LS functional organisational chart

2.2 Service Hours

The Application Support Service (Fourth Line) is not directly available to Post Office. It is a service internal to Fujitsu Services and is available between 09:00hrs to 17:30hrs Monday to Friday. The Application Support Service (Fourth Line) is available on-call during other times only at the specific request of the Third Line Support Service.

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2.3 Service Targets

The following service targets have been identified to underpin the service by the team. These service targets will be measured at 95% achievement over a rolling 3month period.

2.3.1 Incident Management - Core Hours

Definition of call priorities

The fourth line service is not subject to SLAs or SLTs.

The call window clock will start from the point that 4LS receives the call in Peak and the clock will stop when the call has been resolved in Peak.

The commitment with regard to resolving software calls is as follows and shall be used as the 4th line performance metrics target.

A Priority - 2 working days

SMC to be transferred to SSC not later than 0.5 hour after being logged

4th line to resolve not later than 2 working days after initial receipt.

B **Priority - 4 working days**

SMC to be transferred to SSC not later than 1 hour after being logged.

FUJ00232613

4th line to resolve not later than 4 working days after initial receipt.

C Priority - 7 working days

SMC to be transferred to SSC not later than 2 hours after being logged.

4th line to resolve not later than 7 working days after initial receipt. If a workaround has been generated for the problem, then this may be deferred to the next release of the software if agreed with the customer

D Priority - 28 working days

SMC to be transferred to SSC not later than 4 hours after being logged.

4th line to resolve not later than 28 working days after initial receipt. If a workaround has been generated for the problem, then this may be deferred to the next release of the software if agreed with the customer

It is expected that although calls may enter the SSC at high priority, in the majority of cases the SSC will produce a workaround for the incident, at this stage the incident will be marked as resolved and 4LS will work on a permanent fix.

For the avoidance of doubt it is incumbent on the SSC to provide a work around for the incident and for the 4LS units to produce a final code solution to any software problem.

Note by definition resolve means that the peak has been received, actioned and updated with the required action to be progressed to release.

3 ITIL Service Agreement

FUJ00232613

3.2 Incident Management

The Application Support Services of Fourth Line and Third Line work closely together in the identification and resolution of Software Incidents requiring bug fixes.

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

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

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

(c) Ensuring that the known error is updated with the detail of the resolution for a known error.

(d) Ensuring that any resolutions or workarounds which are returned to the Third Line Support Service have been tested as defined in section 3.5 of this document and have been correctly authorised in accordance with the Release Authorisation Process (REF!)

(e) Providing the Third Line Support Service with documentation relating to new Releases in sufficient time to enable the Third Line Support Service to become familiar with the new product or service prior to its Release into the Branch Infrastructure or HNG-X Central Infrastructure environments. This documentation will be in the form of a "support guide" which is defined in the Working Document entitled: *"End to End Support Process – Operational Level Agreement" (CS/FSP/006);* and a template provided in DEV/GEN/TEM/0009

It is essential that calls are proactively managed and that regular updates are provided to ensure that all parties are kept informed on progress to resolution.

3.2.1 System Incident

The 4th Line team will assist 3rd Line Support and the Systems Management Centre (SMC) to resolve any system incidents in accordance with the incident management process (as described in SVM/SDM/PRO/0001 and detailed in section 3.16 of this document - Service Level Management).

All incidents must be reported through the SMC and logged in Triole for service (TFS). It is the responsibility of the SSC to determine they status of the incident and whether it requires further analysis in which case it will be logged in Peak.

3.2.2 Major Incidents

FUJ00232613

Major incidents affecting the HNGx service delivery to Post Office ltd

In the event of a major incident affecting the HNGX services an incident will be logged and managed in accordance with the SVM/SDM/PRO/001 and Fujitsu CPM31 processes to ensure that all communication is clear, concise and occurs quickly. For a definition of a Major incident please refer to section 3 of SVM/SDM/PRO/001.

Investigation and diagnosis of the fault may require attendance in the technical bridge teleconference. The team will be required to provide updates on the current impact of the fault, perform corrective actions and record information in the major incident template at regular intervals for the duration of the incident.

As part of an on-going service assurance activity team members will be mandatory participants in regular Major Incident and Post Incident Reviews.

Major incident affecting the delivery of the 4LS service from IND44.

These are incidents that affect the provision of the 4LS service from IND44 and should be raised by the GDC Operations Manager to the UK 4LS Applications Manager.

The following documents detail the Business Continuity Plans and procedures in place for the HNGX service.

SVM/SDM/PLA/0001	HNG-X Support Services Business Continuity Plan
SVM/SDM/PLA/0002	HNG-X Services Business Continuity Plan
SVM/SDM/PLA/0030	HNG-X Engineering Business Continuity Plan
SVM/SDM/PLA/0003	HNG-X Business Continuity Test Plan

3.3 SSC (3rd Line) obligations to 4th line support

FUJ00232613

Obligation	Measurement/Metric
To ensure that all calls passed to 4th line are logged on a call management system (currently Peak)	No calls are progressed or chased with the 4th line support that are not first passed on Peak.
To "filter" all calls for which the problem is already known to the support community and for which a resolution is already known or has been generated. This includes problems for which a resolution is known to the SSC but not yet incorporated into the known deficiencies register available to HSH/HIT/SMC.	No calls passed to 4th line support which are subsequently identified as known errors, except in cases where the resolution was known to 4th line, but this information had not been passed to the SSC.
To retain in the Peak system, under the SSC "stack" duplicate incidents - i.e. incidents which are repetitions of an incident which has already been passed to the 4th line support, and to ensure that when the resolved incident is received by the SSC, the duplicated calls are closed. Under normal circumstances, where a duplicate incident is identified by the SSC, this will be reported back to the HSH/HIT/SMC and closed as a duplicate incident on Peak.	No duplicated incidents passed to 4th line support.
To ensure that the correct evidence for any problem is collected prior to the incident being passed to 4th line support for investigation. This should also contain the method of recreation of the problem.	No calls rejected by 4th line support on the basis that the evidence was inadequate. Specifically excluded from this measure are instances where, although the evidence was inadequate, ODC 4th line support had not indicated to the SSC that the evidence that would be required for such an incident.
To ensure that any incident which requires investigation by 4th line support is assigned to the correct Peak team dependent on the specific product in which the incident has occurred. (Peak Structure tbc)	No calls misrouted because of incorrect assignment by SSC
Obligation	Measurement/Metric
To ensure that any calls passed to 4th line support units are passed in a timely manner.The timings will vary according to the total time allowed for	Calls are passed within the times specified in section 2.3

FUJ00232613

resolution of the problem in the contract between Fujitsu Services RMG Account and the customer. These timings will therefore be dependant on the priority of the incident, with (for example) less time allowed for an "A" priority call than will be permitted for a "C" priority.	
To ensure that the priority of any incident is assessed and recorded correctly	No calls passed to 4th line support whose priority does not conform to the specification defined in section 5.1
To "filter" all calls for which the problem is not one of the following - i) Software error ii) Documentation error.	No calls passed from the SSC to 4th line units to be subsequently resolved as anything other than software errors or documentation issues.
To ensure that for any incident passed to 4th line support, the exact area of the problem has been identified, and wherever possible a workaround already produced and the peak updated.	No cases identified by 4th line support staff of inadequate diagnosis by SSC
To create and maintain a register of known deficiencies with the RMG Account solution, and the resolution for these problems (where known), and to allow access to this register to 4th line units so that they can enter details of resolutions created within their area	"Known error" system to be created and populated by the SSC with access provided to all of the support community.

3.4 4th line support obligations to SSC (3rd Line)

Obligation	Measurement/Metric

FUJ00232613

To ensure that any incidents so received are maintained on the call management system used by Fujitsu Services RMG Account (Peak).	No cases of lack of updates on incidents on Peak. • Priority 1 and 2 updated daily. • Priority 3 and 4 updated weekly.
To ensure that the incident reported is correctly resolved and the resolution recorded on the Peak system and the incident and resolution passed back to the 3rd line support.	No cases of calls being passed back without clear and correct resolution recorded on the Peak.
To ensure that the SSC is made aware of the evidence requirements for any form of incident. This will be documented by the SSC and maintained in accordance with the SSC obligations to HSH/HIT/SMC.	No cases to arise of SSC not knowing the evidence required to be collected for any call. A specific exception to this would be the situation in which a completely new type of call was received, causing the SSC to update the relevant documentation following specification of the evidence from 4th line support.
To enter resolution information into the known error register maintained by the SSC.	No discrepancy to arise between the known resolutions for problems and those, which are documented, on the known error log.
Obligation	Measurement/Metric
To ensure that the SSC is supplied with documentation relating to new releases of the RMG Account solution in sufficient time to enable SSC staff to become familiar with the product prior to its release, and in sufficient time to enable the SSC to adequately train HSH/HIT/SMC staff. The SSC preference for this documentation would be a support guide. An outline description of the contents of a support guide is given in DEV/GEN/TEM/0009	SSC to be supplied with such documentation for any release at least 3 weeks prior to MOR for that product release, and preferably as a continual process during the course of development.
To ensure that the SSC is supplied with access to source code developed within RMG Account development.	All source code for a release to be made available to the SSC prior to the Release of that product

FUJ00232613

3.5 Customer Services Reference Data obligations to 4th Line support

CS Reference Data team are responsible for ensuring that the 4LS systems are kept up to and in the same state as the live service.

RTD will provide an automated delivery mechanism for files to be transferred to the 4th Line support RDMC workstation in Bra01. This uses processes to clone the release state of live data onto the 4th line support RDMC (Similar to the existing process for LST)

4th line support must provide evidence that the data update has been completed successfully and confirm this with Reference Data before proceeding.

3.6 Obligations between RMGA GOVERNANCE and 4th Line support

4th line support are responsible for providing RMGA Governance with proof of adherence to process and procedures for each defect fix delivered and for providing evidence of each mandatory step having been carried out.

RMGA Governance are responsible for prompt review of such evidence and feeding back to 4th line support any divergence from process or any issues with quality of fixes.

FUJ00232613

Details of the evidence for each defect (PEAK) fix are:

- Evidence of Release Management approval to supply the fix (email confirmation)
- Updates to the relevant PEAK, detailing the fix that has been made (in sufficient detail to identify the code changes to facilitate easy code review from RMGA Governance)
- Evidence of successful unit testing (having created and run appropriate Junit tests and/or automated tests) (test scripts and results supplied)
- Evidence of successful CIT testing (successful test results produced)
- Evidence of any necessary changes to the Support Guide (updated support guide produced)
- Updates to KELs, if appropriate (confirmation of KEL updates produced)

3.7 Obligations between LST and 4th Line support

Live Testing Support (LST) provides the testing service as part of the release management process. Further details on LST can be found in the LST service description DE/PRO/003 in PVCS.

LST will interact with 4LS in the event that problems/issues arise in the testing phase of a release management in which case a defect would be raised in Peak and passed into 4LS.

4LS will be required to investigate any defect peaks passed from LST. It is expected that 4LS will action these in accordance with the priority of the release.

3.8 Obligations between Integration (PIT) and 4th Line support

4LS Counter Team obligations to PIT

a) To inform them well in advance (3 weeks) of a delivery of a release so that they can plan it in.

b) To give them an initial idea of the number of baselines in the delivery.

FUJ00232613

c) To ensure that a Release Note is delivered prior to a delivery stating all PVB's and any dependencies.

d) To deliver all software into PVCS or Dimensions using agreed process and naming convention.

e) To ensure that all package handover notes give accurate information including any special instructions (e.g. files / folders to delete, directory set up and access rights etc.

f) To work with the PIT team during the processing of delivery.

PIT obligations to 4LS Counter Team

g) To raise calls for any software delivery issues.

h) To check software delivery including each package handover note.

i) To ensure that all dependant packages are integrated together as per Release Note.

3.9 Obligations between INFREL DEV and 4th Line support

- INFREL DEV will facilitate the delivery of a release into the live estate. INFREL DEV has limited obligations to 4LS.
- INFREL Dev package all Counter deliveries for distribution to the Live Branches and for software catch-up for spares, prior to LST testing. As such they require the handover notes from 4LS to provide the correct level of information including how to roll back the change and notification of any errors which maybe encountered during installation.
- IFREL Dev may raise a Peak on the handover if the information is not adequate

3.10 Obligations between Audit, Host and EM Sysman and 4th Line support

- Audit: Key obligation of 4LS to audit is to ensure that messages between Counter and BAL are controlled for Audit purposes. These messages are tracked and therefore it is essential that they don't change without prior agreement and coordination with the Audit team.
- Host Reference Data Team: 4LS and Host Ref data must pre approve any reference data changes before they are packaged into a release.

FUJ00232613

- Host Database Team: The Host Database team will have the obligation to deploy database patches onto the CIT RIG, whilst maintaining a patch register and being responsible for archiving and DBA activity on the CIT RIG.
- 4LS Rig runners in IND44 will pick up any changes to Agent with updates from the HOST team provided via Dimensions

3.11 Problem Management

The 4LS team will be actively involved in the problem management process (as described in SVM/SDM/PRO/0025) to proactively perform investigations into the root cause of incidents. All known errors should be recorded and changes should be proposed to resolve problems. These will be discussed at the regular service review.

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

3.12 Change Management

This section covers both Change Proposals for change that will affect the whole service delivery model and Managed Service Change (MSC) for operational change in the delivery of the service by Infinite 4LS in India (for example changes in infrastructure/operation in India44).

4LS will follow the defined framework for Royal Mail Group Account change management (as defined in PA/PRO/001) Change Proposals (CPs)

As part of the major release process Infinite will participate in, provide feedback to and undertake the activities identified during the planning of major releases.

For operational change (MSC) Infinite 4LS will create and impact MSC’s (Managed Service Change Process on Café Vik) for operational changes being carried out on the Royal Mail Group Account infrastructure for the services. Operational change is defined by changes to the operational infrastructure in IND44 that will impact the 4LS service.

3.12.1 Change Proposals (CPs)

The 4LS will impact CPs (as described in PGM/CHM/PRO/0001) with an accurate prediction of the time and expenses required to perform the proposed activities. Where there is ambiguity then team will seek to clarify with the CP author before submitting their impact.

FUJ00232613

3.12.2 Managed Service Change (MSC)

The 4LS will create and impact MSC's (Managed Service Change Process on Café Vik) for operational changes being carried out on the Royal Mail Group Account infrastructure for the services (as described in 1 Service Summary).

- No changes will be carried out without an approved MSC unless the change is to resolve a service affecting incident. Any changes related to incidents should be documented with a retrospective MSC.
- No changes will be carried out that will cause an interruption of 4LS service.
- The change originator is responsible for ensuring that the change is completed in accordance to best working practices and operational standards. Appropriate levels of implementation, communication, regression and test planning must be completed.
- Team members may be required to support MSC's raised by other teams.
- Following the successful completion of an MSC, the team will update any localised working instructions and documentation to ensure the detail reflects the service being provided.
- The change originator is responsible for ensuring that the change is completed in accordance to best working practices and operational standards. Appropriate levels of implementation, communication, regression and test planning must be completed.

3.13 Configuration Management

4th line support will comply with the RMGA Configuration Management procedures and policy statements: Ref

PGM/CM/PRD/0001 - HNG-X Software Configuration Management Process Definition
PGM/CM/MAN/0004 - Software Configuration Management (SCM) User Guide

FUJ00232613

PGM/CM/STD/0001 - Dimensions Naming Standards

4LS are expected to maintain a high level inventory for the purposes of call-logging, security vulnerability checking etc. Each member of the team is expected to work with other teams to gain a good working knowledge of exactly how the Infrastructure underpins the delivery of services to Royal Mail Group Account.

4LS is to create and maintain and asset register of all inventory associated with the 4LS service

This knowledge may be called upon to assist in the resolution of an urgent major incident.

This includes any additions and amendments to, and removals from:

- A supported Infrastructure Host, Server or process
- Changes to the configuration of the existing Software/ hardware configurations across the Infrastructure.
- Backup Schedule.

3.14 Release Management

The team will support the Release Management function within Royal Mail Group Account in consulting on planned releases. All new releases will be implemented as planned changes performed under the

FUJ00232613

MSC Process and in accordance with the RMGA Release Management Procedure: SVM/SDM/PRO/0030.

4LS will support the Release Management function by attending the Release Management/Fault Management forums on a regular basis. The forum will review the forward schedule of releases and discuss prioritisation.

3.15 Availability Management and IT Infrastructure support for 4LS.

The 4LS will assist the RMGA Service Manager by ensuring that the service provided underpins the service level targets underpinning the HNGX contract and will notify the RMGA service manager of specific issues in aspects of the service being managed by the team and will recommend appropriate service improvement through CSIP activities for the life of the service detailed in section 4.1.

As part of the 4LS service ongoing support for the 4LS infrastructure will be provided for both WINTEL and UNIX infrastructure. This ongoing support shall include the following key elements:

3.15.1 Operating system configuration

4LS will implement:

- Any Goldbrick standards
- Swap file and dump file configuration
- Operating System parameters and settings for individual system components
- RAID settings
- System configuration policies

3.15.2 Event Log file monitoring

4LS will use the Enterprise Management (EM) tools to proactively monitor event log files every five minutes or at agreed intervals, and will take remedial action on any alerts or failures.

3.15.3 Hardware Monitoring

4LS will proactively monitor event log files relating to hardware created either by the Operating System or by the hardware manufacturer's logging system. 4LS will take remedial action in response to reported failures or warnings. 4LS will raise Incidents on any third parties (see section 3.14.14) where this is necessary to resolve a problem that is related to the Supported System. 4LS will manage any site visits by the third party's engineers.

3.15.4 Third party management

4LS will manage any third party involvement in the Supported System. This will include raising Incidents and escalating them to the third parties. Strict controls will be used to ensure that any changes that third parties make to the Supported System meet the requirements of both the HNGx service and Fujitsu.

FUJ00232613

3.15.5 Operating system housekeeping

4LS will carry out housekeeping tasks including:

- Deleting temporary files
- Trimming event log files
- Maintaining task schedules
- De-fragmenting disks
- Where configured, managing the Active Directory of Windows 2000 and Windows XP,
- Deleting and archiving Application Data where there is an agreed instruction from the Customer or Application vendor to do so
- 4LS will regularly tidy up any system log files, ensuring that the file system thresholds are kept to a manageable level. 4LS will add crontab entries to the relevant UNIX administration accounts to automate housekeeping routines as appropriate.

4LS will carry out each of these tasks according to a schedule agreed with the Customer/Service Manager for HNGx.

3.15.6 Problem diagnosis and resolution

4LS will endeavour to diagnose and resolve any Incidents raised by other support units, the customer or by the EM. The resolution may take the form of:

- Provision of a known repair
- Escalation to third party if the Incident has not been raised before
- Circumvention of the problem until such time as a permanent solution is available

See section 3.14.14 and 3.14.15 for details.

3.15.7 Backup and restore

4LS will work within the backup and recovery design framework produced by the account to conduct regular backup and recovery activities of its underpinning data repositories and server environments that are used to deliver the 4LS service.

- Ensure the successful completion of backups and respond to backup failures raised through the monitoring systems raising appropriate incident calls
- Recover data from the most recent backup set in the event of data loss.
- Test the successful restoration of backups at regular intervals where the account has provided a suitable test environment to carry out this activity

3.15.8 Operating system patch management

4LS will maintain the operating system at the patch level in accordance with the HNGx patch management policy in section 3.23.

FUJ00232613

3.15.9 Anti-virus software maintenance

4LS will maintain anti-virus software on the Supported System to the latest virus signature.

3.15.10 Capacity monitoring

4LS will proactively monitor the Capacity of the Supported System so that issues can be addressed before they become critical and affect the availability and performance of the Support System. Fujitsu will raise an appropriate Request for Change with the customer to implement corrective actions should any problem areas be identified.

See section 3.18 for more details

3.15.11 Recording service history

Fujitsu will maintain records of all changes made to the supported infrastructure during the lifetime of the Service. A summary of the most important changes will be included in a monthly Service Report to the HNGx service manager.

3.15.12 Firewall Management

4LS ITSG in India will be responsible for the management of 4LS firewalls in IND44. The firewall will be housed within the facility of GDC, India at Bangalore and will be confined within the secured RMGA-4LS server room. The IT Support group, in collaboration with GDC management for RMGA & 4LS will assign a team specifically to cater towards this service.

FUJ00232613

Firewall management is detailed in the proposal below:

FS GDC(INDIA) RESPONSE- RMGA 4L

Key responsibilities include:

1. **Monitoring & Reporting of Firewall**
   - Monitoring of availability
     - Configuring through SNMP
     - Monitoring through Orion (Solar winds)
   - Setting up of SYSLOG server
   - Capturing of the Log for any investigation purpose
   - Update to RMGA team any anomalies are found
   - Monthly report for availability

2. **Patch management (vendor –released patch)**
   - Evaluating the patch
   - Testing of the patches
   - Implementation of the patches

3. **Backup**

The support will include backing up of configuration files/data on the firewall

3.15.13 4LS Counter build

Full counter rebuilds will be required from time to time on HNGx and as part of this process its essential that Red Pike is removed from the build before it is sent out of the UK to 4LS in IND44.

FUJ00232613

The attached process MUST be followed for all new counter rebuilds being sent to 4LS in IND44. Essentially the process is that encryption is switched off with the RED Pike binary for Utimaco VPN removed.

Red Pike removal process version4

The HNGX system test team (LST) re responsible for applying the Red Pike removal process to any new counter builds before shipping it via CD to the 4LS GDC manager in IND44. 4LS RIG Runners in IND44 will then complete the build.

3.16 Business Continuity

4LS should ensure that events indicating a potential Major Business Continuity Incident are proactively detected (as described in 3.1 Incident Management) logged, classified and prioritised to ensure that escalation occurs correctly to the RMGA Duty Manager during Core Hour and Non Core Hours.

4LS will provide documentation and staffing resources when called upon to assist with Business Continuity test schedule (SVM/SDM/PLA/0003) and to provide updates to the Operational Procedures Manual Index (SU/MAN/018).

Ownership of all contingency actions shall be identified in the Business Continuity Plan (BCP). Contingency actions to be undertaken by Infinite in the event a Business Continuity Plan is activated shall be agreed by the Parties before inclusion in that plan. The plan will be documented in the 4LS OLA.

Security, the Infinite Business Continuity plan, Test plan and processes will be established to comply with the Business Continuity requirements of ISO27001, ISO9001 and SVM/SDM/POL/0032.

The 4LS Business Continuity Plan shall be based on impact and risk assessments and agreed by Fujitsu

The 4LS Business Continuity Plan shall include, without limitation, the following

a) *Business Continuity Plan ownership*

b) *Service Description (a section containing a technical and service description for the 4LS)*

c) *Prevention measures*

d) *Preparedness measures*

e) *Contingency measures*

f) *Testing Strategy*

g) *Recovery of normal service*

h) *Risk and Business & Service Impact Analysis*

i) *Contacts list'*

FUJ00232613

j) *Escalation List*

In addition to the above the plan shall include details of the individual sub-services, references to the relevant operations manual and references to the underlying resilience strategy document and/or technical design documents, where appropriate.

Ownership of the BCP:

The Infinite Business Continuity Plan will clearly state the owner of the plan who is responsible for the definition, maintenance, testing and review of the plan.

In addition to this, the *Infinite* operations manager will have overall responsibility for the development, co-ordination and integration where appropriate of all Business Continuity Plans and providing a single point of contact.

4LS will work within the backup and recovery design framework produced by the account to conduct regular backup and recovery activities of its underpinning data repositories and server environments that are used to deliver the 4LS service.

- Ensure the successful completion of backups and respond to backup failures raised through the monitoring systems raising appropriate incident calls
- Recover data from the most recent backup set in the event of data loss.
- Test the successful restoration of backups at regular intervals where the account has provided a suitable test environment to carry out this activity

3.17 Service Level Management

All members of the 4th Line teams must have a working understanding of the service level agreements that Royal Mail Group Account has committed to Post Office Ltd (details of service levels can be found in appendix A and section 0.4. In the event that conformance is not achieved in a given month then

FUJ00232613

Royal Mail Group Account will hold a review which may require the participation of team members from the relevant 4th Line teams including the ODC.

4th Line Support will incorporate this OLA/SLA requirement into appropriate operational procedures to under pin the service provided.

The 4th Line service is not subject to SLAs or SLTs. However the following service targets have been identified to underpin and monitor the service provided by the 4th line teams. These service targets will be measured at 95% achievement to fix over a rolling three month period.

Call priorities:

- **A Priority - 2 working days**
- B **Priority - 4 working days**
- **C Priority - 7 working days**
- **D Priority - 28 working days**

The call window clock will start from the point that the 4th Line team (including the ODC) receives the call in Peak and finish when the peak is passed back to SSC with a resolution

It is expected that although calls may enter the SSC at high priority, in the majority of cases the SSC will produce a workaround for the problem, and at this stage the priority of the call will be reduced in order to provide 4th line support with sufficient time to seek a code resolution.

Since it is incumbent upon the SSC to produce a workaround, and on 4th line support units to produce the final code solution to any software problem, for the majority of its "life" any incident should be with those units.

It is essential that calls are proactively managed and that regular updates are provided to ensure that all parties are kept informed on progress to resolution. The regularity of the updates required depends on the call priority as follows:

- **A Priority - daily**
- B **Priority - daily**
- **C Priority - every 2 working days**
- **D Priority - every 5 working days**

3.18 Financial Management

4th line support will use SST for the purposes of timesheet logging for all support activities.

A monthly meeting will take place between all parties to review these costs and actions may be assigned to resolve any queries or discrepancies. Any actions from this meeting should be completed in a timely manner.

3.19 Capacity Management

4LS will ensure adequate controls are in place to ensure that there is sufficient capacity to run the services (as described in Service Summary).

FUJ00232613

4LS will implemented a simple script based performance monitoring approach on the 4LS servers in IND44 to ensure that server utilisation does not exceed acceptable levels. This will be part of the standard server monitoring activities to be provided by the GDC server support team. Alert thresholds will be defined for the servers to clearly set out circumstances requiring escalation to management.

4LS will ensure that they have the appropriate resource the necessary to deliver the 4LS service.

4LS ITSG will use the BT Reporting Facility to monitor the ODC to UK connection

3.20 Service Improvements

The team will provide suggestions to improve the quality of the service and reduce operational costs to Royal Mail Group Account. Any proposed improvements will be reviewed for CSIP activities in line with the Royal Mail Group Account standard governance process.

Successful CSIP activities will be raised as CPs or MSC's depending on their scope and complexity. The team may be required to participate in these changes.

In addition the 4LS team members may be required to attend meetings to work on developing new ideas in areas of high customer visibility.

3.21 Supplier Management

The team will be responsible for supporting RMGA Service Management at 3rd party supplier service reviews and working alongside 3rd parties to resolve incidents across the system

The team have no direct ownership of suppliers underpinning the HNGX service; all contracts with 3rd parties are managed by the RMGA Service Manager.

3.22 Security Management

The 4LS teams will be responsible for working within the framework provided by the account in relation to the Confidentiality, Integrity and Availability of the services (as described in 1.0 Service Summary) and will adhere to security policies defined by the account and Corporate Infrastructure Services and the RMGA security policy.

The GDC is a shared space environment, providing a number of shared services including user Anti Virus, Active Directory, Email and printing.

To meet Post Office security requirements the 4LS ODS environment will be physically separate environments.

The Developer users in the ODC will be members of the GDC domain, and will use the existing domain controllers and exchange servers for authentication and email traffic. PGP encryption has been identified as a requirement to encrypt any confidential data sent via email. Two instances of PGP will be deployed within the environment in the ODC on relevant Administrator/Managers desktops. If at that point the 4LS support team need to send any confidential documentation, this will need to be packaged up using the PGP desktop software to be a self extracting mechanism. Passphrases must be issued by a second means of communication and follow the RMGA Security Policy standards (e.g SMS).To ensure that any data being printed does not leave the secure 4LS LAN a dedicated Print Server will be provided.

FUJ00232613

The RED Hat and Solaris servers in the environment will not integrate with either Fujitsu or GDC Active directories or any other LDAP server for authentication or access control. Consequently all user accounts and groups will be local ones.

The 4LS LAN will be protected from the GDC network by the Cisco ASA pairs, which will in turn be protected from outside the GDC by the Checkpoint firewall pairs in the GDC.

The GDC firewalls will control access to the CIS and to the internet. Incoming access to the 4LS network will be restricted to the reference data team in Bracknell. A restricted internet access will be allowed to named sites from the 4LS LAN.

The internet VPN for backup of the main MPLS WAN link will use agreed security parameters, with the shared key issued and communicated by Fujitsu Services Core ISP implementation team to the partner company engineers on phone

3.23 Risk

4LS will work alongside the RMGA CS management team to produce a risk register, identify risks and provide appropriate input when required to maintain the risk register.

The risk register will be reviewed regularly as part of the monthly service review meeting. RMGA CS Service Manager will own the risk register.

Infinite 4LS will work with the UK 4TH line support team and RMGA CS Service Manager to introduce Fujitsu Services 'Best Practice' Risk Management practices.

3.24 Maintenance and Housekeeping

The team will ensure that appropriate tasks associated to maintaining the service are carried out on a periodic basis and potential activities requiring service outages will be notified to the service manager. Appropriate MSC's will be raised for this type of activity.

4LS will adhere to the HNGX patch management policy ref SVMSECPRO009.

3.25 Documentation

4LS will be responsible for the maintenance and management of local working instructions and IS support documentation and will perform the following associated activities

FUJ00232613

- Regular review of all operating procedures, relating to this Service, updating and re-issuing those procedures when appropriate.
- Produce a full index of documentation in relation to supporting the live estate detailing the following elements:
  - Shift Operations documentation
  - Technical/Operations Work Procedures
  - Backup and Recovery Procedures provided by the account detailing recovery requirements for each application stream.
  - All documentation supporting the management of the respective Infrastructure must be currently aligned to operational requirements within the live estate.
  - Support Agreements and appropriate contact details of those respective parties
- All documentation supporting the management of the respective application must be currently aligned to operational requirements within the live estate.
- Access Control list produced monthly for sign off by RMGA Security.
- 4LS are responsible for maintaining the design documentation associated with the 4LS service.

3.26 Service Reviews/Service Reporting

RMGA Service Manager will perform a service review at prescribed intervals with the team to review performance against the OLA and the overall service being delivered by the team

The RMGA Service Manager will produce a service book in advance of the service review this will also cover account performance and detail any changes on the account and updates to the service on-going.

The RMGA service manager will feedback to the team on the performance through the review and also through the formal Core IS scorecard produced quarterly.

4LS will report against the following activities:

- Monthly Service level report including:
  - Percentage service level achieved against targets (RAG status against targets in service level management and service level targets)
  - Management summary
  - Incidents/issues summary
  - Changes/forward schedule of change

FUJ00232613

- Number of man hours including overtime in relation to time spent in performing CP activity
- Sickness, training ,holiday and overtime hours
- Peaks
- Risk Register
- Update progress against Problem Management actions assigned to the team provided by the account
- Continuous Service Improvement Plans
- Time recording against CP activities

FUJ00232613

Appendix A

SVM/SDM/SD/0005 Fourth Line Service Description

SVM/SDM/SD/0004 Third Line Service Description

CS/FSP/006 End to End Support Process, Operational Level Agreement

SVMSDMPRO0001 Customer Service Major Incident Process

Logical 4th Line Infrastructure in IND44

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