



## Management Information Service: Joint Working Document

COMMERCIAL IN CONFIDENCE



**Document Title:** Management Information Service: Joint Working Document

**Document Type:** Joint Working Document

**Release:** HNG-X / HNG-X Application Roll Out Transitional Period / Pre HNG-X Application Roll Out Transitional Period

**Abstract:** Joint Working Document to support the Management Information Service provided to Post Office by Fujitsu Services

**Document Status:** DRAFT

**Author & Dept:** Mark Jones – CS Service Delivery, Service Analyst - Fujitsu Services  
Liz Melrose – CS Service Delivery, Service Delivery Team Manager - Fujitsu Services

**Internal Distribution:** Liz Melrose, Steve Taplin, Jan Ambrose, Mik Peach, Pete Thompson, Dave Chapman, Peter Sewell

**External Distribution:** Antonio Jamasb

**Approval Authorities:**

Name	Role	Signature	Date
Mark Jones	Service Delivery Service Analyst - POA		
Antonio Jamasb	Service Capacity Reporting and Monitoring Manager - Systems POL		

*Note: See RMGA HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.*



## 0 Document Control

### 0.1 Table of Contents

<b>0</b>	<b>DOCUMENT CONTROL.....</b>	<b>2</b>
0.1	Table of Contents.....	2
0.2	Document History.....	3
0.3	Review Details.....	3
0.4	Associated Documents (Internal & External).....	3
0.5	Abbreviations.....	4
0.6	Glossary.....	4
0.7	Changes Expected.....	5
0.8	Accuracy.....	5
0.9	Copyright.....	5
<b>1</b>	<b>INTRODUCTION.....</b>	<b>6</b>
1.1	Purpose of Document.....	6
1.2	Document Owner.....	6
1.3	Change control.....	6
<b>2</b>	<b>SERVICE SUMMARY.....</b>	<b>7</b>
<b>3</b>	<b>SERVICE AVAILABILITY &amp; CONTACT DETAILS.....</b>	<b>8</b>
3.1	Service Availability.....	8
3.1.1	Fujitsu Services Contact Details.....	8
3.1.2	Post Office Contact Details.....	10
<b>4</b>	<b>POST OFFICE / FUJITSU SERVICES INTERFACES.....</b>	<b>11</b>
4.1	Service Review.....	11
4.2	Miscellaneous Data Queries.....	11
4.2.1	Miscellaneous Data Request Process.....	11
4.3	Real Time Access to MI: Service Management Portal.....	12
4.3.1	Service Management Portal Availability.....	12
4.3.2	Service Management User Guide.....	12
4.3.3	Service Management Portal User Administration.....	13
4.4	Architecture & Capacity Planning.....	14
4.5	Benchmarking.....	14
<b>5</b>	<b>MI SERVICE METRICS &amp; ASSOCIATED LIQUIDATED DAMAGES.....</b>	<b>15</b>
5.1	MIS Service Level Targets for which Liquidated Damages Apply.....	15
5.1.1	MIS Bank Analysis Report.....	15
5.1.2	Frequency & Delivery of MIS Bank Analysis Report.....	15
5.1.3	Liquidated Damages associated with MIS Bank Analysis Report.....	15
5.2	MIS Service Levels for which Liquidated Damages Do Not Apply.....	15
5.3	MIS Operational Level Targets.....	16
5.4	Performance Metrics.....	16



## 0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	31-Jan-07	First draft of MIS Joint Working Document	

## 0.3 Review Details

Review Comments by :	20 <sup>th</sup> October 2007		
Review Comments to :	Mark Jones & RMGADocumentManagement	GRO	
Mandatory Review			
Role	Name		
Service Delivery Team Manager	Liz Melrose		
Security & Risk	Peter Sewell		
SSC Manager	Mik Peach		
Service Capacity Reporting and Monitoring Manager - Systems POL	Antonio Jamasb		
Optional Review			
Role	Name		
Service Support Service Analyst	Steve Taplin		
Service Delivery Service Analyst	Jan Ambrose		
Capacity & Performance Architect	Dave Chapman		
Issued for Information – Please restrict this distribution list to a minimum			
Position/Role	Name		
Service Transition	Graham Welsh		
Service Support	Peter Thompson		

( \* ) = Reviewers that returned comments

## 0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services RMGA HNG-X Document Template	Dimensions



SVM/SDM/SD/0016	1.0	31/08/06	Management Information Service: Service Description	Dimensions
NB/SDS/008			Network Banking MIS Reports Design	PVCS
ARC/PER/ARC/0001			HNG-X System Qualities Architecture	draft
SVM/SDM/PRO/0017			Transaction Time Benchmarking, Joint Working Document	
CS/PER/046			Counter transaction time performance – measurement and results	

**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
CSIP	Customer Service Improvement Programme
FTMS	File Transfer Managed Service
HSD	Horizon Service Desk
IMT	Incident Management Team
MI	Management Information
MIS	Management Information Service
OBC	Operational Business Change
OCP	Operational Change Process
OLT	Operational Level Target
PM	Performance Measure
POL	Post Office Ltd
POA	Post Office Account: Fujitsu Services
SLT	Service Level Target
SRB	Service Review Book
SSC	Systems Support Centre
TfS	Triole for Service (Service Management Toolset)

## 0.6 Glossary

Term	Definition

## 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 Copyright

© Copyright Fujitsu Services Limited 2007. All rights reserved. No part of this document may be reproduced, stored or transmitted in any form without the prior written permission of Fujitsu Services.

UNCONTROLLED IF PRINTED



# 1 Introduction

## 1.1 Purpose of Document

The purpose of the document is to detail the working interfaces as agreed between Fujitsu Services and Post Office Ltd to support the MI Service as detailed in the Management Information Service, Service Description.

Service specific MI is detailed in the Service Descriptions and Joint Working Documents aligned to each individual service.

## 1.2 Document Owner

This document is jointly owned by the POA MIS Contact and POL MIS Contact, as detailed below.

CONTACT	CONTACT DETAILS	COMPANY
Mark Jones	<b>GRO</b>	Fujitsu Services
Antonio Jamasb		Post Office Ltd

## 1.3 Change control

Changes to this document can be made by either Fujitsu Services or Post Office Ltd, and must be agreed by either party. The revised document must be submitted to POA Document Management and entered in the Fujitsu Services Document Management systems – Dimensions.





## 2 Service Summary

The Management Information Service provides to Post Office, performance reporting and management information relating to the Services.

The Management Information Service consists of eight (8) component services:

1. The delivery to Post Office of the monthly Service Review Book as detailed in section 2.1.1 of the Management Information Service, Service Description;
2. The delivery to Post Office of supporting information in relation to liquidated damages detailed in section 2.1.5 of the Management Information Service, Service Description;
3. The delivery to Post Office of management information in relation to Banking & Related Services data as detailed in section 2.1.3 of the Management Information Service, Service Description;
4. The delivery to Post Office of management information in relation to the Automated Payments Service as detailed in section 2.1.3 of the Management Information Service, Service Description;
5. The delivery to Post Office of management information in relation to Miscellaneous Data Queries which may be received by Fujitsu Services, as detailed in section 2.1.4 of the Management Information Service, Service Description; and
6. The provision of the Service Management Portal to enable Post Office to access real time updates to Service performance and Service Level Target measurement.
7. The provision of the MTBF service which delineates the Mean Time Between Fix for the principle components.
8. The delivery to Post Office of the Capacity Management Service including the reports as detailed in section 5.3 of this document.



## 3 Service Availability & Contact Details

### 3.1 Service Availability

The Management Information Service is available from 09:00hrs to 17:30hrs, Monday to Friday, excluding bank holidays.

#### 3.1.1 Fujitsu Services Contact Details

For MI pertaining to Service Management, contact details are as in table one below. For all MI queries relating to specific Services, the appropriate SDM should be contacted, as detailed in table two. Escalation should be to the Service Delivery Team Manager / Service Support Manager as detailed in table three.

Table One: MIS Contacts

AREA OF RESPONSIBILITY	EXAMPLE MI	CONTACT	CONTACT DETAILS
Service Management MI (Information relating to Service Management as a whole rather than Service Specific MI)	SRB queries	Mark Jones	GRO
		Steve Taplin	
		Jan Ambrose	
Service Management Portal	SMP	Mark Jones	GRO
	SMP Design / Support	Mik Peach	

Table Two: Service Delivery Managers

AREA OF RESPONSIBILITY	EXAMPLE MI	CONTACT	CONTACT DETAILS	BACK UP CONTACT
Banking and Online Services Reconciliation	Transaction queries	Claire Drake 1st point of contact	GRO	Kirsty Gallacher 2nd point of contact GRO
Banking and Online Services (Inc: DVLA, Debit Card, EPAY)	Transaction details	Mike Stewart 1st point of contact		Mike Woolgar 2nd point of contact GRO
Branch Network Services	Branch Network Communications MI  BNR	Jeet Rughani		Leighton Machin 2nd point of contact GRO
APS/TPS/SAP/POLFS, LFS	Files Not delivered, Data Transfer	Kirsty Gallacher		Claire Drake





		1 <sup>st</sup> Point of Contact		2 <sup>nd</sup> point of contact
Engineering	Engineering SLTs	Adam Parker		GRO
		1 <sup>st</sup> Point of contact		Leighton Machin
				2 <sup>nd</sup> point of contact
OBC	OBC Stats	Ian Venables		GRO
				Chris Bourne
				2 <sup>nd</sup> Point of Contact
				GRO
HSD/SMC/PostShops	HSD Performance Stats	Paul Gardner		Liz Melrose
				2 <sup>nd</sup> Point of Contact
				GRO
Central Network	Central Network MI	Alex Kemp		Pete Thompson
				2 <sup>nd</sup> Point of Contact
				GRO
NT / Unix / Datacentre	NT / Unix / Datacentre MI	Pete Thompson		Tony Wicks
				2nd Point of Contact
				GRO
Capacity Management		Dave Chapman		Joe .....
				2 <sup>nd</sup> Point of Contact

Table Three: Escalation

AREA OF RESPONSIBILITY	CONTACT	CONTACT DETAILS	BACK UP CONTACT
Service Delivery MI	Liz Melrose		Steve Denham
Service Support MI	Pete Thompson	GRO	GRO

### 3.1.2 Post Office Contact Details

Post Office contact details

Table Four

AREA OF RESPONSIBILITY	EXAMPLE MI	CONTACT	CONTACT DETAILS
------------------------	------------	---------	-----------------



POL MIS	All POL MIS	Antonio Jamasb		<b>GRO</b>	
		Emma Langfield			

UNCONTROLLED IF PRINTED



## 4 Post Office / Fujitsu Services Interfaces

This section details the interfaces between Fujitsu Services and Post Office Ltd with respect to the Management Information Service. Any service specific MI interfaces are detailed in the Service Description associated with the specific service.

### 4.1 Service Review

A review of the Management Information Service should take place on a quarterly basis, and attendees should include the primary MIS contacts from POA & POL. This review can take place face-to-face or via teleconference.

The purpose of the Service Review is:

- To ensure the continued development of the relationship between POL & Fujitsu Services MIS.
- To review OLT performance
- To discuss potential MIS requirements
- To review current reporting to ensure continued report validity
- To review Adhoc requests

### 4.2 Miscellaneous Data Queries

As detailed in section 2.1.4 of the MIS Service Description, Post Office are entitled to request and receive data from Fujitsu Services additional to that described in the Service Description. The process for requesting this information is detailed below.

#### 4.2.1 Miscellaneous Data Request Process

Post Office must request miscellaneous data in writing by emailing comprehensive details of the data requirement to [ad-hocpostofficeaccountMIS@GRO](mailto:ad-hocpostofficeaccountMIS@GRO)

Fujitsu Services endeavour to acknowledge the request within 24 hours of receipt and provide data within 5 working days. Requests will normally be forwarded to the Security Team or the SSC as appropriate. A request will only be answered by Service Delivery analysts if the request relates to data that the SD Team have at their disposal.

In the event that the MI Service is unable to complete the miscellaneous data request without incurring incremental costs, ie resource or systems, this will be discussed with the requestor and agreement reached as to the extent of the data supplied or any additional cost to be incurred prior to implementing the request.

Any requests received via the miscellaneous data request will be logged for future reference and audit requirements.



### 4.3 Real Time Access to MI: Service Management Portal

The SMP is a web based management information portal developed by Fujitsu Services to allow Post Office to have real time access to management information. Information provided on the SMP includes:

- Real time Service Monitors
- SLT information – where applicable this information is provided by quarter, month and day.
- CSIP registers
- SRB
- Major Incident Reports
- Weekly Service Management Report
- OBC Change Schedules
- OCP Information and Schedules

#### 4.3.1 Service Management Portal Availability

The SMP is available to access via the internet by accessing the following link and logging onto the system (user name and password required).

IRRELEVANT

Whilst every endeavour is made to ensure that the SMP is available during the MI Service hours, Fujitsu Services reserve the right to take down the portal for maintenance, although where possible downtime will be scheduled outside these business hours.

#### 4.3.2 Service Management User Guide

The user guide to the Service Management Portal is accessible on-line by following the link below:

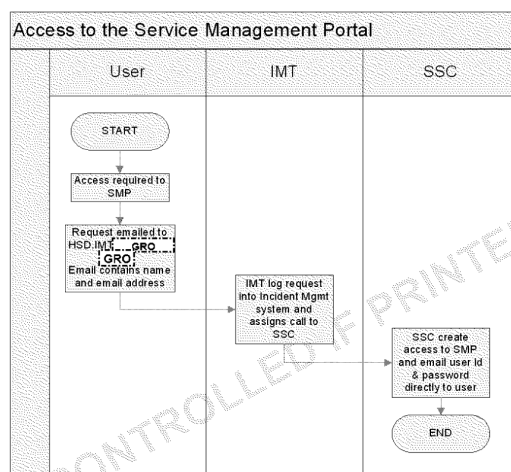
IRRELEVANT



### 4.3.3 Service Management Portal User Administration

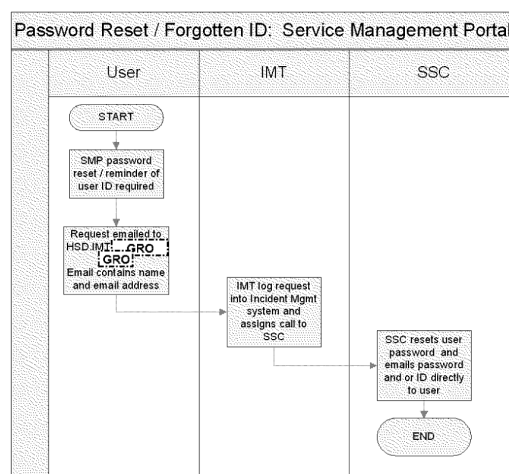
#### 4.3.3.1 Access to the Service Management Portal

Access to the Service Management Portal can be obtained by following the process below. Access detailed will be emailed directly to the user.



#### 4.3.3.2 Password Resets / Forgotten User IDs

Password Resets / Forgotten User ID requests should follow the process below. Access detailed will be emailed directly to the user.





#### 4.3.1.3 Technical Support for the Service Management Portal

Any issue or query relating to data within the SMP or usability of the web site which requires technical support or clarification should be raised as a TfS call.

### 4.4 Architecture & Capacity Planning

Systems Quality Architecture, Capacity Planning and associated reporting will not form part of the MIS Service and are covered separately under the (draft) document entitled "*HNG-X Systems Quality Architecture*" (ARC/PER/ARC/0001).

### 4.5 Benchmarking

Benchmarking standards and reporting will not form part of the MIS Service and are covered separately under the documents entitled "*Transaction Time Benchmarking, Joint Working Document*" (SVM/SDM/PRO/0017) & "*Counter transaction time performance – measurement and results*" (CS/PER/046).

UNCONTROLLED IF PRINTED





## 5 MI Service Metrics & Associated Liquidated Damages

The manner in which Service specific SLT / OLT and PM are calculated, monitored and reported to Post Office are detailed in the Joint Working Document associated with the specific Service.

SLT and OLT specifically relating the Management Information Service are detailed below

### 5.1 MIS Service Level Targets for which Liquidated Damages Apply

#### 5.1.1 MIS Bank Analysis Report

Fujitsu Services is contracted to provide the "MIS Bank Analysis Report" in accordance with section 2.1.3.1 of the Management Information Service, Service Description as described in the CCD entitled: "Network Banking MIS Reports Design" (NB/SDS/008).

#### 5.1.2 Frequency & Delivery of MIS Bank Analysis Report

The MIS Bank Analysis Report will be provided once a week electronically using "Business Objects" software (or such other software as may be agreed by the Parties in writing from time to time) within one (1) Working Day after the end of the period covered by the Report, or such later time as Post Office may specify.

The report is created and is ready for distribution via FTMS every Thursday.

#### 5.1.3 Liquidated Damages associated with MIS Bank Analysis Report

Should Fujitsu Services fail to deliver the report in accordance with the detail in 5.1.2, liquidated damages shall be paid to Post Office. These are calculated as follows:

- (a) Liquidated damages (MIS Bank Analysis Report) = (number of Transactions on report in question/1,000,000) x (number of Working Days report is late x £69.79).
- (b) There shall be no Service Level Targets or ARLs in respect of the delivery of the MIS Bank Analysis Report.

### 5.2 MIS Service Levels for which Liquidated Damages Do Not Apply

There are no specific MIS SLTs for which liquidated damages do not apply.



### 5.3 MIS Operational Level Targets

Management Information Service has several OLTs, which are detailed in Table One below. Performance against these OLTs will be tracked by the primary contacts for MIS within Fujitsu Services, and provided to POL MIS Primary contact on a quarterly basis.

Table One

Report Title	OLT
Service Review Book	Close of business the 10 <sup>th</sup> Working Day following the calendar month being reported
APS Client Transaction MIS	Close of business the 10 <sup>th</sup> Working Day following the month being reported
Miscellaneous Data Query	Close of business the 5 <sup>th</sup> Working Day following receipt by Fujitsu Services
Money laundering report	Close of business the 5 <sup>th</sup> Working Day following the period covered by the report
Multiple transactions report	Close of business the 5 <sup>th</sup> Working Day following the period covered by the report
Transaction outcome analysis by Branch Report (as described in section 2.1.3 of the MIS, Service Description)	Close of business the 5 <sup>th</sup> Working Day following the period covered by the report
Bank Analysis Report (as described in section 2.3.4 of the MIS Service Description)	Close of business the next Working Day following the period covered by the report
Capacity Management Report <i>Correct title from Dave please</i>	<i>Timing from Dave please</i>
MTBF report / doc <i>Jan ?</i>	<i>Timing from Jan</i>

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

### 5.4 Performance Metrics

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