FUJITSU	Message Broadcast Service: Service Description	Ref:	SVM/SDM/SD/0018
FUJITSU SERVICES	Commercial in Confidence	Version:	1.0
		Date:	24/08/06

Document Title: Message Broadcast Service: Service Description

Document Type: Service Description – Contract Controlled Document

Release: HNG-X and HNG-X Application Roll Out Transitional Period

Abstract: Service description for the Message Broadcast Service delivered under contract to Post Office

Document Status: APPROVED

Originator & Dept: Richard Brunskill: Fujitsu Services

Internal Distribution: (For Originator to distribute following approval)

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

Name	Role	Signature	Date
Dave Hulbert	Post Office: Head of Systems Operations		
Richard Brunskill	Fujitsu Services: Senior Service Delivery Manager		

(Commercial In Confidence)

CONTRACT CONTROLLED

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0.0   Document Control

0.1   Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	24/08/06	Agreed	

0.2   Review Details

Review Comments by :	[Date]
Review Comments to :	Originator & Document Management

Mandatory Review	
Post Office: Operations Support	Bernadette O'Donnell
Post Office: Commercial	Mike Hannon
Fujitsu Services: Commercial	Pam Purewal
Fujitsu Services: SI	James Stinchcombe
Fujitsu Services: CS	Liz Melrose
Optional Review	
Issued for Information – **Please restrict this distribution list to a minimum**	
Post Office: Head of Systems Operations	Dave Hulbert
Fujitsu Services: Head of Service Delivery	Carl Marx

(*) = Reviewers that returned comments

0.3   Associated Documents

Reference	Version	Date	Title	Source

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SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	PVCS
SVM/SDM/PRO/0005			Message Broadcast Service, Joint Working Document	PVCS
SVM/SDM/SD/0013			Reference Data Management Service: Service Description	PVCS

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

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

0.4 Abbreviations/Definitions

Abbreviation	Definition

0.5 Changes in this Version

Version	Changes

0.6 Changes Expected

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

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1.0 Service Summary

1.1. The Message Broadcast Service enables Post Office to communicate directly with Branches, for the purposes of issuing instructions, advice or information urgently, where paper and postal communications may be too slow or inappropriate. The Message Broadcast Service only enables communications from Post Office out to Branches; Branches are unable to respond or communicate to Post Office using this Service.

1.2. Fujitsu Services will enable the distribution of Messages to selected user groups at targeted Branches on receipt of a request from Post Office.

1.3. Each Message will be distributed to all the selected user groups and target Branches, both as identified by Post Office.

1.4. Certain proscribed characters are not supported by the Message Broadcast Service and cannot be used within the Message text. These are defined in detail in the Working Document entitled: *"Message Broadcast Service, Joint Working Document" (SVM/SDM/PRO/0005)*.

1.5. Only Branches that are currently in communication with the HNG-X Central Infrastructure at the time of the Message Broadcast will be able to access the Message.

2.0 HNG-X

2.1 Service Definition

2.1.1 Process

2.1.1.1. For each Message Post Office requests to be broadcast, Post Office shall ensure the Message (which covers the Message title and text) is conformant with the specifications described within section 2.1.1.4 of this Message Broadcast Service, Service Description.

2.1.1.2. For each Message Post Office will identify a list of the target Branches, the selected user groups and the length of time the Message is to remain on the Message Broadcast System after it has been read. Specifically, the control information provided by Post Office with each Message shall include the following:

(a) Message title (up to 18 characters, including embedded spaces);

(b) Message priority (high or low);

(c) Message retention period (one (1) day);

(d) detail of the targeted Branches (these may be specified by region, Branch type or Branch identification code); and

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(e)   detail of the selected user group (Manager, Supervisor, Clerk, Auditor or Auditor - Emergency Manager) or "ANY" meaning all Users. For the avoidance of doubt, "ANY" does not include users groups 'ENGINEER' or 'SUPPORT & SETUP' which are not part of the Message Broadcast Service available to Post Office.

2.1.1.3. Where a Message relates to the Business Capabilities and Support Facilities or processes surrounding the Business Capabilities and Support Facilities, Fujitsu Services shall verify the technical accuracy of the details within the Message where possible.

2.1.1.4. Fujitsu Services will further verify that the Message conforms to the following criteria:

(a)   no proscribed characters (as referred to in section 1.4 of this Message Broadcast Service, Service Description) are used;

(b)   no graphics, tables or text formatting (such as bold type, bullet points, underlining or italic script) are used;

(c)   the text does not include any leading spaces;

(d)   the title does not exceed 18 characters in length, including any spaces used;

(e)   the overall Message length does not exceed 1670 characters, including spaces, Service Desk details and any contact name but excluding control information (as referred to in section 2.1.1.2 of this Message Broadcast Service, Service Description);

(f)   the retention period of 1 (one) day or greater, as requested by Post Office; and

(g)   the Message indicates where applicable, whether any Branch queries should be addressed to the Service Desk or the Post Office Network Business Support Centre (NBSC).

2.1.1.5. Where necessary, Fujitsu Services will liaise directly with Post Office to obtain suitable amendments to a Message before it is broadcast to ensure compliance with the criteria in section 2.1.1.4 of this Message Broadcast Service, Service Description.

2.1.1.6. Fujitsu Services will provide a daily report to Post Office of Branches which may not have been able to receive Messages during the previous day due to a communications failure within the Branch Infrastructure or the HNG-X Central Infrastructure.

2.1.1.7. Fujitsu Services can propose Messages for Message Broadcast to Post Office, but the final authority for wording and release lies with Post Office. However, where Fujitsu Services notifies Post Office that a Message is of an urgent nature and is required to restore Service or avoid further loss of a Service within one or more Branches, Post Office and Fujitsu Services will agree the distribution of the Message in accordance with the Service Management Service. Post Office shall ensure that the final authority for release of this Message is not unreasonably withheld or delayed.

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2.1.2   Reading Messages in a Branch

2.1.2.1. Users will be able to access Messages delivered to a Branch from any Counter Position for the period specified as the Message's retention period (as referred to in section 2.1.1.2 of this Message Broadcast Service, Service Description).

2.1.2.2. Only Users who are members of the user group selected for each Message (as referred to in section 2.1.1.2 of this Message Broadcast Service, Service Description) will be able to access all or any part of that Message.

2.1.2.3. Messages shall be automatically deleted from the HNG-X Central Infrastructure once their retention period has expired.

2.1.2.4. When a User of an appropriate user group is logged onto a Business Capability or a Support Facility and a Message is stored for that user group, the Business Capability or Support Facility shall indicate that a Message is available.

2.1.2.5. The Business Capability or Support Facility shall allow each User to view the Messages stored for those user groups of which the User is a member. When viewing a Message the User shall be informed of the creation date of the Message, its priority and whether that Message has been displayed for that User previously. When the message window is activated by the User, the Messages shall be displayed in the sequence:

(a)   never previously displayed, high priority;

(b)   never previously displayed, low priority;

(c)   previously displayed, high priority; and

(d)   previously displayed, low priority.

2.1.2.6. If necessary, the User will be able to scroll backwards or forwards to view each Message in turn.

2.1.2.7. New Messages arriving whilst the message window is active will be appended to the top of the list regardless of priority.

2.1.2.8. Messages received by Branches can be printed on the counter printer at the Counter Position if this is required.

2.2   Service Availability

The Message Broadcast Service is available during the hours of: 08:00hrs to 20:00hrs, Monday to Saturday, excluding all Bank Holidays. In exceptional circumstances, Post Office and Fujitsu Services may agree to distribute a Message outside of these hours.

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2.3   Service Levels and Remedies

2.3.1   General Principles

2.3.1.1.   The performance of the Message Broadcast Service during each OLT measurement period shall be measured against each of the OLT applicable in respect of the Message Broadcast Service.

2.3.1.2.   The OLT identified within section 2.3.6 of this Message Broadcast Service, Service Description only apply within the hours of the Post Office Core Day.

2.3.1.3.   Post Office may monitor the performance of the Message Broadcast Service OLT on request.

2.3.2   Service Level Relief

The Message Broadcast Service OLT identified in section 2.3.6 of this Message Broadcast Service, Service Description shall only apply to those Message volumes set out in the table in section 2.4 of this Message Broadcast Service, Service Description. Where Messages exceed these volumes, no OLTs shall apply to Messages which resulted in these volumes being exceeded.

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

There are no SLTs associated with the Message Broadcast Service for which liquidated damages apply.

2.3.5   Service Level Targets for which no Liquidated Damages Apply

There are no SLTs associated with the Message Broadcast Service for which no liquidated damages apply.

2.3.6   Operational Level Targets

Table 1

Description	OLT
Valid Messages originated by Post Office available for transmission to Branches	Within 3 hours after "Message Receipt Time"
Valid Messages available to be viewed in each targeted Branch	Within 4 hours after "Message Receipt Time" i.e. the time the Message is expected to be viewed at the Branch
Report of Branches who have been unable to trade and therefore been	By 08:00hrs on the Post Office Core Day following the day on which the Message

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unable to receive Messages available to Post Office	was broadcast.

NB: *"Message Receipt Time" is the time that a request for a message is received by Fujitsu Services.*

2.3.7   Performance Metrics

There are no performance metrics associated with the Message Broadcast Service.

2.3.8   Design Targets

There are no design targets associated with the Message Broadcast Service.

2.4   Service Limits and Volumetrics

Table 2

Messages distributed to:	Maximum number within a Working Day
To any one Branch	3 (three)
To the entire Post Office estate	6 (six)

Where the above volumes are exceeded, Fujitsu Services will use reasonable endeavours to deliver the Message Broadcast Service, up to a daily maximum of seven (7) Messages to any one Branch, or thirteen (13) Messages to the entire HNG-X estate.

2.5   Assets and Licences

2.5.1   Assets

There are no assets associated with the Message Broadcast Service.

2.5.2   Licences

There are no licences associated with the Message Broadcast Service.

2.6   Charges

2.6.1   Operational Fixed Charge

There is no Operational Fixed Charge associated with the Message Broadcast Service.

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2.6.2 Operational Variable Charge

2.6.2.1. The Message Broadcast Service is a "Call Off" Service with charges only raised by Fujitsu Services when the Service is used.

2.6.2.2. The charge will comprise of a flat rate element for each Message as set out in paragraph 7.3.2. of Schedule D1 of the Agreement.

2.6.2.3. Where a charge is levied by Fujitsu Services, the invoice will identify against each charge the Post Office reference number of the Message for which the charge is being made.

2.6.2.4. Where a Message Broadcast is required as a result of a problem within a Business Capability or Support Facility that is agreed between the Parties to be attributable to a fault caused by Fujitsu Services, Fujitsu Services will not charge Post Office for that particular Message.

2.6.3 Additional Operational Variable Charge

There are no additional operational variable charges associated with the Message Broadcast Service.

2.7 Dependencies and Interfaces with Operational Services

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

2.7.1.1 The Reference Data Management Service

The Message Broadcast Service receives instructions to process Messages directly from the Service Management Service. Messages approved for distribution to the Branch Infrastructure are distributed by the Reference Data Management Service on behalf of the Message Broadcast Service. Any change to the scope of the Message Broadcast may result in the Reference Data Management Service dealing with the end to end process.

2.7.1.2 The Service Management Service

If the scope of the Message Broadcast Service is changed, the Service Management Service may have to take over the role of managing the Message Broadcast Service.

2.7.1.3 The Data Centre Operations Service

The Message Broadcast Service is supported by the Data Centre Operations Service as Messages are distributed behalf of the Message Broadcast Service via the Data Centre Operations Service. Any changes to the scope of the Data Centre Operations Service may

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result in the provision of support from the Third Line Support Service or the Systems Management Service.

2.7.1.4 The Central Network Service

The Message Broadcast Service is supported by the Central Network Service. Any changes to the scope of the Central Network Service may result in the provision of support from the Systems Management Service or the Third Line Support Service.

2.7.1.5 The Systems Management Service

The Message Broadcast Service is supported by the Systems Management Service. Any changes to the scope of the Systems Management Service may result in the provision of support from the Third Line Support Service or the Data Centre Operations Service.

2.7.1.6 The Branch Network Service

The Message Broadcast Service is supported by the Branch Network Service. Any changes to the scope of the Branch Network Service may result in the provision of support from the Systems Management Service or the Third Line Support Service.

2.7.1.7 The Third Line Support Service

The Message Broadcast Service is supported by the Third Line Support Service. Any changes to the scope of the Third Line Support Service may result in the provision of support from the Systems Management Service or the Application Support Service (Fourth Line).

2.7.1.8 The Security Management Service

The Message Broadcast Service is supported by the Security Management Service. Any changes to the scope of the Security Management Service may result in the provision of support from the Service Management Service.

2.8   Post Office Dependencies and Responsibilities

2.8.1.   In addition to those Post Office responsibilities set out in Schedule A5 of the Agreement, Post Office shall:

(a) supply Message wording in the agreed format and in conformance with the specifications described in section 2.1.1.4 of this Message Broadcast Service, Service Description;

(b) ensure Message wording has been approved by Post Office;

(c) provide, for each Message, the control information referred to in section 2.1.1.2 of this Message Broadcast Service, Service Description;

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   (d) alert the Fujitsu Services Post Office Account Duty Manager via pager when a Message Broadcast is ready to be broadcast;

   (e) ensure that the Post Office originator of each Message is available for contact until the Message has been released to the targeted Branches by Fujitsu Services; and

   (f) comply with its obligations under section 2.1.1.7 of this Message Broadcast Service, Service Description.

2.9 Business Continuity

The loss of both the Data Centre Operations Service and the Reference Data Management Service would affect the ability of the Message Broadcast Service to issue a Message Broadcast to meet the OLT applicable in respect of the Message Broadcast Service. Business continuity arrangements for the Message Broadcast Service are covered in the CCD's entitled: *"Data Centre Operations Service: Service Description" (SVM/SDM/SD/0003) and "Reference Data Management Service: Service Description" (SVM/SDM/SD/0013).*

2.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Message Broadcast Service, Service Description supports the delivery of the Message Broadcast Service. Should any elements of the Message Broadcast 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.

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3.0 HNG-X Application Roll Out – Transitional Period

3.1 Service Definition

See sections 2.1.1 to 2.1.2 of this Message Broadcast Service, Service Description.

3.2 Service Availability

See section 2.2 of this Message Broadcast Service, Service Description.

3.3 Service Levels and Remedies

See sections 2.3.1 to 2.3.8 of this Message Broadcast Service, Service Description.

3.4 Service Limits and Volumetrics

See section 2.4 of this Message Broadcast Service, Service Description.

3.5 Assets and Licences

See section 2.5 of this Message Broadcast Service, Service Description.

3.6 Charges

See section 2.6 of this Message Broadcast Service, Service Description.

3.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Message Broadcast Service, Service Description.

3.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Message Broadcast Service, Service Description.

3.9 Business Continuity

See section 2.9 of this Message Broadcast Service, Service Description.

3.10 Documentation Set Supporting the Service

See section 2.10 of this Message Broadcast Service, Service Description.