

Fujitsu Services Service Description for Systems Management Service Ref: CS/SER/008

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 18-Dec-2002

Document Title: Service Description for Systems Management Service

Document Type: Customer Service Specification

Release: N/A

Abstract: A description of the Systems Management Service provided under contract to Post Office Limited

Document Status: APPROVED

Originator & Dept: Peter Burden, Fujitsu Services Customer Service

Contributors: Peter Burden, Martin Riddell

Internal Distribution:

External Distribution:

Approval Authorities: Name	Position	Signature	Date
Martin Riddell	Customer Services Director, Fujitsu Services		
Liz Tuddenham	Supplier & Service Performance Manager, Post Office Ltd		

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
1.0	18/12/02	First authorised version of this CCD	

0.2 Review Details

Mandatory Review Authority	Name
Optional Review / Issued for Information	

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	7.0	2/04/ 2002	Fujitsu Services Document Template	PVCS
CS/SIP/002	6.0		Business Continuity Framework	PVCS
CS/PRO/097			CSR+ Operating Environment Processes and Procedures Description	PVCS
CS/SER/0014	1.0		Service Management Service Description	PVCS

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

Fujitsu Services

Service Description for Systems Management Service Ref: CS/SER/008

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 18-Dec-2002

0.4 Abbreviations/Definitions

Unless the context otherwise requires, the following terms have the following meanings:

Abbreviation	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.
HSH Customers	Post Office staff and staff of Post Office Clients having a direct interface with the Horizon Service Infrastructure, providing that they satisfy the relevant validation criteria.

Terms defined in this Agreement shall have the same meaning where used in this CCD

0.5 Changes in this Version

Version	Changes
1.0	Final version agreed between Post Office & Fujitsu Services

0.6 Changes Expected

Changes

0.7 Table of Contents

1	SERVICE SUMMARY.....	5
2	SERVICE PRINCIPLES.....	5
3	SERVICE DEFINITION.....	5
4	SERVICE AVAILABILITY.....	7
5	SERVICE TARGETS AND LIMITS.....	7
6	SERVICE DEPENDENCIES.....	7

Fujitsu Services

Service Description for Systems Management
Service

Ref: CS/SER/008

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 18-Dec-2002

1 Service Summary

The primary elements of this service are an event management service and a software distribution service, which are deployed based on a central service delivery capability, able to interact with each of the Branches.

2 Service Principles

The following service principles will apply to the provision of the Systems Management Service.

- a) Operational staff will be appropriately trained to carry out the Systems Management Service.
- b) From time to time, Fujitsu Services shall be entitled to vary the number of operational staff, subject to the number of available staff being sufficient to meet the operational demand for this Systems Management Service.
- c) The service is based on remote unattended principles that seek to minimise interruptions to the normal business operation of the branch estate.
- d) The System Management Service shall carry out system management of all the Applications in a consistent and coherent manner. The activities within each Application shall be co-ordinated such that, for example, changes and faults can be tracked across Application boundaries.
- e) Changes to the Applications shall be made speedily and accurately.

3 Service Definition

Fujitsu Services will provide a service with the following attributes:

- a) Monitoring of events in the Branch infrastructure and data centre estate. Events are the indications of conditions that have operational significance. They include software, hardware or security conditions that may require investigation and also include occurrences of events such as low battery in PIN Pads. Investigations may involve other Operational Services or a defined recovery procedure.
- b) Software distribution to the Branch and data centre in accordance with direction from the release management activity included in the Service Management Service. New and updated software will be deployed and remotely installed across the network to a specific Branch, all Branches, or a group of Branches. The distribution process separates the transfer of software from its subsequent installation, thus enabling the installation process to take effect from a particular date or time. Updated software can be reversed out. The definition of platforms eligible for a particular distribution can be based on a range of criteria. Such criteria can range from a nominated PC in a specific branch to all PC's that do not have a specific version of software installed.

Fujitsu Services

Service Description for Systems Management
Service

Ref: CS/SER/008

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 18-Dec-2002

- c) Software repository management through the update of a software inventory database which identifies which software versions are stored on the components of the Branch infrastructure and selected data centre platforms.
- d) Asset management - the storage and maintenance of information required for provision of the Systems Management Service.
- e) Fujitsu Services shall provide and maintain an asset register. This shall be a detailed list of all physical components installed at Post Office Premises and made available to Post Office on request.

The asset register shall identify all of the Horizon equipment that is installed at each Branch and shall be available to Post Office.

The asset register shall contain operational information that shall support the management and control of both implementation activities where appropriate and Operational Services. Including, inter alia:

- site address and contact information;
- site implementation status details;
- system configuration details;
- Equipment types and serial numbers;
- Software versions;
- Applications versions.

The Asset Register shall be available for enquiries by Help Desk staff as necessary in responding to queries from HSH Customers. It shall be updated promptly when any new equipment is installed in a Branch or other Post Office location or when new or updated software is distributed and installed.

The Asset Register shall be capable to accept any additions to the Horizon Service Infrastructure.

The Asset Register need not be a single physical entity, but may be logical collection of information from separates systems within any of the Operational Services.

- f) Configuration Management - the non-static configuration parameters that drive the Applications and operating system.
- g) Support for the Data Centre Operations Service, including support for network management in terms of the network/Branch connectivity.
- h) Support for other services, including Branch Change Service and Engineer Service. This includes the provision of a software distribution service integrated with the installation of new or replacement PC's within the counter estate, including configuration details being made available to support equipment replacement at a

Fujitsu Services

Service Description for Systems Management
Service

Ref: CS/SER/008

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 18-Dec-2002

Branch in situations where configuration details cannot be loaded from a local PC (typically at single counter position Branch).

- i) In line with the CCD entitled "Business Continuity Framework" (CS/SIP/002) carry out business continuity testing in accordance with relevant plans and supporting operational procedures.
- g) The Systems Management Service provides a time synchronisation service to all the branch and data centre estate. All platforms have access to a highly reliable time source and this access is configured to ensure a consistent date and time. This caters for the handling of clock changes at the beginning and end of British Summer Time.

4 Service Availability

The service is not directly available to Post Office Ltd. It is a service internal to Fujitsu Services and is available 24 hours a day, every day of the year.

5 Service Targets and Limits

There are no specific Service Targets linked directly with this service. Limits are as identified below.

Systems Management and Software Distribution	Monitoring 50,000 events a week.
	Distributing 40 software packages centrally per month.
	Distributing 18 software packages to the outlets per month.

6 Service Dependencies

The processors in the branch estate must remain available to the Systems Management Service outside normal business hours. Specifically this means each processor in the Branch estate must be kept switched on in accordance with the CCD CSR+ Operating Environment Processes and Procedures Description (CS/PRO/097).