Fujitsu Services	Service Description for Third Line Software Support Service	Ref:	CS/SER/009
		Version:	1.0
	COMMERCIAL IN CONFIDENCE	Date:	19-Dec-2002

Document Title: Service Description for Third Line Software Support Service

Document Type: Customer Service Specification

Release: N/A

Abstract: A description of the Third Line Software Support Service provided under contract to Post Office Limited

Document Status: APPROVED

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Internal Distribution:

External Distribution:

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
1.0	19/12/02	Produced for Contract Amendment	

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	2nd April 2002	Fujitsu Services Document Template	PVCS
CS/SIP/002			Business Continuity Framework	PVCS
CS/SER/002			Horizon System Help Desk Service Description	PVCS
CS/SER/005			Service Description for Engineer Service	PVCS
CS/SER/013			Service Description for AP Client File Resend Service	PVCS
CS/SER/014			Service Description for Service Management Service	PVCS

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

0.4   Abbreviations/Definitions

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

Abbreviation	Definition

[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	First version

0.6   Changes Expected

Changes

0.7   Table of Contents

1.0   Service Summary

In summary, this service comprises the following:

a) Investigation of new software incidents

b) Production and authorisation of workarounds and of entries for a support knowledge database

c) Technical support to Data Centre Operations Service

d) Transaction recovery from Branches

e) Support for business continuity testing

For the avoidance of doubt, the initial investigation and resolution of known software incidents, which is classed as first and second line support, is described in the CCD entitled *"Horizon System Help Desk Service Description"* (CS/SER/002). Further investigation and production, where appropriate, of fixes to the code to correct the fault, is classed as Fourth Line Support as provided by the Development Services.

2.0   Service Principles

The following service principles will apply to the provision of the Third Line Software Support Service.

(A) Operational staff will be appropriately trained to carry out the Third Line Software Support 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 Third Line Software Support Service

3.0 Service Definition

The Third Line Software Support Service comprises the following:

a) Investigation of new software incidents

- The investigation, in accordance with operational procedures, of suspected new software errors escalated from the Horizon Systems Help Desk and Systems Management Centre.

b) Production of workarounds

- Following investigation of the software error, the production, where possible, of a workaround which will enable the Branch to continue normal business in line with relevant Processes and Procedures Descriptions or the data centre to continue processing. Where a workaround requires a Branch to operate not in accordance with relevant Processes and Procedures Descriptions, this will be handled through the Service Management Service (CS/SER/014).

- The updating of entries on a support knowledge database.

- The provision to Fourth Line Support of sufficient information to enable further diagnosis and the production of a software fix where appropriate.

c) Technical support to Data Centre Operations

- Provision of technical support to Data Centre Operations and to the Systems Management Centre to assist in the resolution of operational incidents. This will include resend of files to Post Office and Clients, in cases of errors in Fujitsu Services software. In cases where a resend of a file is required for reasons other than an error in Fujitsu Services software, another service (AP Client File Resend Service (CS/SER/013)) is available.

d) Transaction recovery

- The recovery of transactions from Branches in circumstances where it has not been possible to deploy the laptop emulator solution and hence the relevant processor or processors have been recovered via the Engineer Service (CS/SER/005) to a central site.

e) Support for Business Continuity testing

- Provision of technical support for scheduled business continuity tests undertaken in line with the Business Continuity Framework (CS/SIP/002)

4.0   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 per day, but is provided only on a on-call basis outside of 09:00 to 17:30 Monday to Friday. The basis is also on-call on Bank Holidays.

5.0   Service Targets and Limits

There are no specific service targets linked directly with this service. However attainment of all data delivery Service Level Targets, as detailed in Annex 2 of Schedule 15, is directly related to the successful provision of this service.

6.0   Service Dependencies

Not applicable