

Fujitsu Services      Transaction Benchmark Service: Service Description    Ref:      CS/SER/010  
Version:    1.0  
Commercial in Confidence      Date:      31-Dec-2002

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**Document Title:**              Transaction Benchmark Service: Service Description

**Document Type:**              Service Description

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**Abstract:**                      This document provides a service description of the Transaction Benchmark Service.

**Document Status:**            APPROVED

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## 0.0 Document Control

### 0.1 Document History

| Version No. | Date     | Reason for Issue  | Associated CP/PinICL |
|-------------|----------|---|----------------------|
| 0.1         | 26/11/02 | Initial Draft   |                      |
| 0.1a        | 29/11/02 | Re-draft following informal discussion with Post Office |                      |
| 0.2         | 18/12/02 | Changes made following agreement with Post Office       |                      |
| 0.3         | 20/12/02 | Fujitsu Services amendments                             |                      |
| 1.0         | 20/12/02 | Agreed version of 0.3 by Post Office with no changes    |                      |

### 0.2 Review Details

| Mandatory Review Authority               | Name |
|--|------|
|  |      |
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|  |      |
|  |      |
| Optional Review / Issued for Information |      |
|  |      |
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( \* ) = Reviewers that returned comments

### 0.3 Associated Documents

| Reference | Version | Date | Title | Source |
|-----------|---------|------|-------|--------|
|           |         |      |       |        |
|           |         |      |       |        |

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

### 0.4 Abbreviations/Definitions

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| Abbreviation | Definition                       |
|--------------|----------------------------------|
| APS          | Automated Payments Service       |
| EPOSS        | Electronic Point of Sale Service |
| NBS          | Network Banking Service          |
| OBCS         | Network Banking Service          |

## 0.5 Changes in this Version

| Version | Changes   |
|---------|---|
| 0.1     | First Issue   |
| 0.1a    | Re-draft following Schedule 19 discussions with Post Office |
| 0.2     | Agreed changes by FS & POL                                  |

## 0.6 Changes Expected

| Changes |
|---------|
|         |

|                  |  |          |             |
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## 1.0 Service Summary

### 1.1 General

- 1.1.1 The Transaction Benchmark Service defines a benchmarked standard for the counter system components used by certain specified Applications and transaction types.

## 2.0 Service Principles

### 2.1 General

- 2.1.1 Benchmark evaluation will at all times be carried out in accordance with the document entitled "*Counter Transaction and Benchmarking Methodology*" (CS/PRP/001).
- 2.1.2 Benchmark evaluations and findings shall be auditable at all stages of measurement.
- 2.1.3 Benchmark activities will be supported by full documentation identifying methodology, application and results obtained.
- 2.1.4 The parties shall review and evaluate the use of system diagnostic tools to measure counter system component timings and these tools will be introduced where agreed.
- 2.1.5 The contracted counter system component times and the latest benchmark times for those Applications identified in paragraph 3.1.2 shall be the system component times forming part of the counter transaction benchmark target times detailed in the contract controlled documents: CS/PRP/011, CS/PRP/013, and CS/PRP/014.
- 2.1.6 The contracted aggregate counter system component time for each NBS transaction type are as detailed in the CCD entitled "NBS definition" (BP/SPE/035). Following the benchmark review relating to the introduction of NBS, the contracted aggregate counter system component time for each NBS transaction type together with the related benchmark time shall be recorded in a contract controlled document.
- 2.1.7 Following each benchmark review the new benchmark times shall replace the previous benchmark times in the appropriate document identified in paragraphs 2.1.5 or 2.1.6. This shall be done in accordance with paragraph 3.1.11.

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### 3.0 Service Definition

- 3.1.1 This Transaction Benchmarking Service comprises the activities described in this paragraph 3.
- 3.1.2 Benchmark evaluation of counter system component times within the Applications below:
- Electronic Point of Sale Service (EPOSS),
  - Automated Payments Service (APS), and
  - Order Book Control Service (OBCS).
- 3.1.3 Benchmark evaluation of counter system component times for the Network Banking Service (NBS) transaction types.
- 3.1.4 Benchmark review, including analysis evaluation to determine the impact of each major release on
- 3.1.4.1** counter system component timings for each of the Applications identified in paragraphs 3.1.2; and
- 3.1.4.2** counter system component aggregate timings for the NBS transaction types.
- This review activity shall happen prior to implementation of that major release, in accordance with the plan for that release.
- 3.1.5 Comparison of the outcomes of the benchmark review (described in paragraph 3.1.4 above) against counter system component contractual times (see paragraph 2.1.5) and the previous benchmark times (see paragraph 2.1.7) for those Applications identified in paragraph 3.1.2. Analysis evaluation shall be performed in respect of adverse variances shown by this comparison.
- 3.1.6 Comparison of the outcome of the benchmark review against contracted counter system component aggregate timings (see paragraph 2.1.6) and the previous benchmark aggregate times (see paragraph 2.1.7) for each NBS transaction type. Analysis evaluation shall be performed in respect of all variances shown by this comparison.
- 3.1.7 As part of the Transaction Benchmark Service Fujitsu Services shall present detailed results of the benchmark reviews to Post Office prior to release authorisation.
- 3.1.8 Where benchmark counter system component timings for the Applications identified in paragraph 3.1.2 are greater than the contractual target times, this shall



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be deemed a "Benchmark Time Discrepancy". Save as described under paragraph 3.1.10 below, a Benchmark Time Discrepancy shall not constitute a Default.

3.1.9 Where benchmark system component aggregate timings against each NBS transaction type are greater than the contractual target times, this shall be deemed a "Benchmark Time Discrepancy". Save as described under paragraph 3.1.10 below, a Benchmark Time Discrepancy shall not constitute a Default.

3.1.10 In the event of Benchmark Time Discrepancy the following provisions shall apply:

**3.1.10.1** The Post Office and Fujitsu Services shall agree (such agreement not to be unreasonably withheld) a method of rectification, including a timetable, (a "TBS Rectification Plan") for each Benchmark Time Discrepancy (which plan may involve the agreement of an adjustment to the contractual target times). If that TBS Rectification Plan requires changes to be made to the provisions of this Agreement (including any CCD), such changes shall be made pursuant to the Hard Change Control Procedure. Any changes to the Horizon Service Infrastructure required to rectify a Benchmark Time Discrepancy shall be made at no charge to the Post Office.

**3.1.10.2** Each Benchmark Time Discrepancy shall not be a Default unless within 90 days after the identification of that Benchmark Time Discrepancy the Parties have failed to reach agreement upon a TBS Rectification Plan and the Benchmark Time Discrepancy has not been rectified by Fujitsu Services, in which case that Benchmark Time Discrepancy shall become a Default upon expiry of that 90 day period.

**3.1.10.3** A failure by Fujitsu Services to comply with a TBS Rectification Plan shall be a Default.

**3.1.10.4** This paragraph 3.1.10 shall be without prejudice to Post Office's rights with respect to release authorisation.

3.1.11 The update of contractual documentation showing counter system component times shall be performed after the introduction of a major release, or the completion of a TBS Rectification Plan where applicable.

## 4.0 Service Availability

The Transaction Benchmark Service will be available during the hours 9:00 to 17:30 Monday to Friday inclusive excluding Bank Holidays throughout periods when activities associated with the introduction of a major release are scheduled.

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## 5.0 Service Targets & Limits

- 5.1.1 There are no Service Level Targets or limits relating to this Transaction Benchmark Service.
- 5.1.2 For the avoidance of doubt, there are no Service Level Targets associated with counter system component times.

## 6.0 Service Dependencies & POL Responsibilities

### 6.1 Fujitsu Service responsibilities

- 6.1.1 Fujitsu Services Customer Service will initiate the establishment of an applicable TBS milestone activity on each major release plan.
- 6.1.2 Fujitsu Services will be required to provide a test-rig configuration that will meet the scope of the benchmark activities both for major releases, and where applicable, any TBS Rectification Plan.

### 6.2 Post Office responsibilities

Post Office shall be responsible for review and approval of the Transaction Benchmark Service results, such approval not to be unreasonably withheld.