SCHEDULE B6.3

HNG-X ACCEPTANCE PROCESS

Version History

Version No.	Date	Reason for Issue
1.0	31/08/06	Agreed version as at date of signature of CCN1200
1.1	26/09/06	Minor corrections
2.0	25/01/07	Baseline copy of 1.1
6.0	16/06/09	Moving all schedules to V6.0 as agreed with Fujitsu
6.1	24/12/09	Applying changes as per CCN 1268
7.0	10/05/10	Moving all schedules to V7.0 as agreed with Fujitsu
8.0	21/02/12	Moving all schedules to v8.0 in accordance with CCN1294d
9.0	13/01/14	Moving all Schedules to v9.0 in accordance with CCN1349
10.0	10/09/15	Moving all Schedules to v10.0 in accordance with CCN1506
11.0	31/03/16	Moving all schedules to V11.0 in accordance with CCN1604
12.0	03/07/17	Moving all schedules to V12.0

F/1659.2/631

CONFIDENTIAL

<u>SCHEDULE B6.3</u>

<u>HNG-X ACCEPTANCE PROCESS</u>

1.   **INTRODUCTION**

1.1   The purpose of this Schedule is to describe a clear, agreed process that enables objective confirmation (or otherwise) of the fulfilment of Fujitsu Services' delivery obligations in respect of Project HNG-X and certain of the Associated Change Activities.

1.2   The process includes a mechanism for managing any and all rectification activities identified in order to complete the fulfilment of any HNG-X Acceptance Criteria that have not been met.

2.   **DEFINITIONS**

2.1   <u>Acceptance</u>

2.1.1   The HNG-X Acceptance Process will enable Post Office and Fujitsu Services to provide:

2.1.1.1 confirmation that the deliverables are fit to proceed to the next stage in the HNG-X Acceptance Process; and

2.1.1.2 confirmation that Fujitsu Services has met the HNG-X Requirements, and any related contractual obligations, in an agreed manner.

2.1.2   HNG-X Initial Acceptance will be achieved on progressing through HNG-X Acceptance Gateway 4.

2.1.3   HNG-X Final Acceptance will be achieved once all HNG-X Acceptance Gateways have been passed through.

2.2   <u>HNG-X Acceptance Process Stages</u>

2.2.1   A series of HNG-X Acceptance Gateways exists for the HNG-X Acceptance Process. The HNG-X Acceptance Gateways are each numbered but such numbering does not imply that the HNG-X Acceptance Gateways must be achieved in strict sequential order. The series of numbered HNG-X Acceptance Gateways for HNG-X is stated below, with the corresponding "Z#" point (as defined in Schedule B5) stated alongside:

2.2.1.1 HNG-X Acceptance Gateway 1 - Readiness for Router Roll Out (Acceptance Point Z1);

2.2.1.2 HNG-X Acceptance Gateway 2 - Readiness for Data Centre Migration;

2.2.1.3 HNG-X Acceptance Gateway 3 – Readiness for Live Pilot (Acceptance Point Z2);

2.2.1.4 HNG-X Acceptance Gateway 4 – Readiness for Branch Migration (Acceptance Point Z3);

2.2.1.5 HNG-X Acceptance Gateway 5 is not used.

2.2.1.6 HNG-X Acceptance Gateway 6 – End of Live Monitoring.

2.2.2 HNG-X Acceptance Gateways 1 and 2 must both be passed through as pre-requisites for passing through HNG-X Acceptance Gateway 3. HNG-X Acceptance Gateways 1 and 2 may be passed through in any order (the actual order to be agreed and documented in the HNG-X Programme Plan).

2.2.3 Not Used.

2.2.4 A series of HNG-X Acceptance Process Stages exist, delineated by specific HNG-X Acceptance Gateways as follows:

2.2.4.1 HNG-X Acceptance Process Stage "Test and Validation" is from delivery of the agreed HNG-X Acceptance Plan to HNG-X Acceptance Gateway 3;

2.2.4.2 HNG-X Acceptance Process Stage "Live Pilot" is from HNG-X Acceptance Gateway 3 to HNG-X Acceptance Gateway 4; and

2.2.4.3 HNG-X Acceptance Process Stage "Live Monitoring" is from HNG-X Acceptance Gateway 4 to HNG-X Acceptance Gateway 6.

2.2.5 The HNG-X Acceptance Gateways and the HNG-X Acceptance Process Stages can be represented diagrammatically as follows (HNG-X Acceptance Gateways depicted as "AG"):

F/1659.2/633
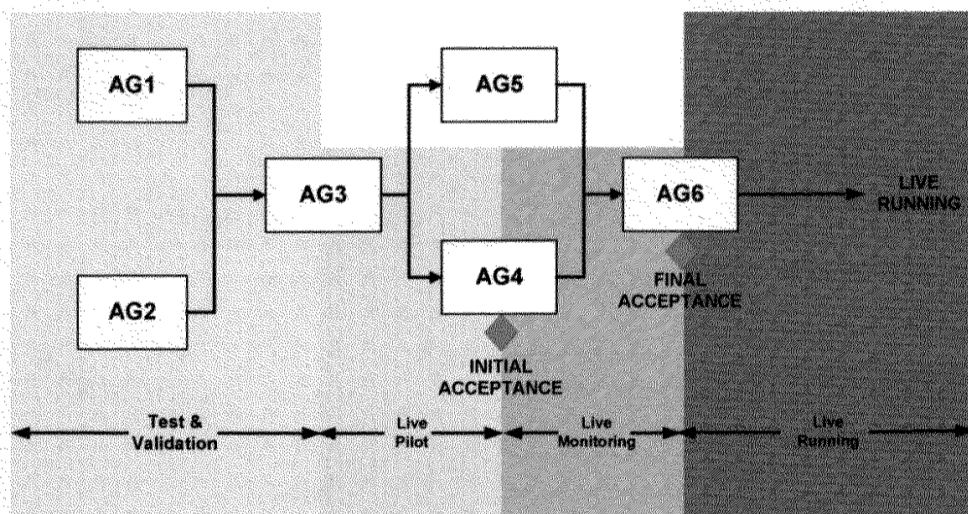
CONFIDENTIAL

2.2.6　The HNG-X Acceptance Plan documents, inter alia, all the HNG-X Acceptance Criteria and when they need to be achieved by. The HNG-X Acceptance Process from AG4 to HNG-X Final Acceptance will be managed for Fujitsu Services by its Post Office Account Service Management team.

2.2.7　'The Fujitsu Services' Post Office Account Service Management team will support the Fujitsu Services Acceptance Manager throughout the Live Pilot stage by managing the provision of acceptance evidence in support of those HNG-X Acceptance Criteria with the Acceptance Method of HNG-X Monitoring.

2.3　HNG-X Acceptance Criterion

2.3.1　An HNG-X Acceptance Criterion is a clear, objective and unambiguous statement against which fulfilment (with supporting evidence) of an HNG-X Requirement using an HNG-X Acceptance Method can be determined. There will be one HNG-X Acceptance Criterion against each instance of an allocated HNG-X Acceptance Method. There may be HNG-X Requirements that are, in themselves, measurable and unambiguous. In such cases, the HNG-X Acceptance Criterion may be marked 'as per the HNG-X Requirement'. Where the HNG-X Requirement is expressed as a Use Case, the HNG-X Acceptance Criterion will be the fulfilment of the Use Case pre-conditions and post-conditions or, subject to agreement between the HNG-X Acceptance Managers, the HNG-X High Level Test Plans as detailed in the Test Automation Toolset and associated with the relevant HNG-X Requirement, except where explicitly stated.

2.3.2　HNG-X Acceptance Criteria will be documented by Post Office in DOORS and extracted by Post Office into the HNG-X Requirements Catalogue at appropriate points during Project HNG-X, including at the date of signature of CCN1200 and at the end of the Requirements Stage.

2.3.3　Fujitsu Services is responsible for producing, within the timescale agreed between the Parties, evidence to demonstrate that the relevant HNG-X Acceptance Criterion has been met.

2.3.4　Further details of the presentation and status of HNG-X Acceptance Criteria are set out in the table below:

HNG-X ACCEPTANCE CRITERIA FOR:		
Functional Requirements (general)		

Schedule B6.3 Version 12.0
Page 4 of 25

CONFIDENTIAL

Development approach for HNG-X Acceptance Criteria	Functional Requirements will be specified through Use Cases.	
	Use Cases in themselves will not have HNG-X Acceptance Methods and HNG-X Acceptance Criteria as they are at a different level of specification and form the starting point for test scripts. However, Use Cases will each contain pre-conditions, minimal guarantees and success guarantees, i.e. what is required to be true before the Use Case is activated and what is expected after the Use Case has been activated for both the main flow and any variant paths.	
	Acceptance of each Use Case will therefore be fulfilled when all paths have been exercised, and the pre-conditions, minimal guarantees and success guarantees or, subject to agreement between the HNG-X Acceptance Managers, the tests associated with the relevant HNG-X High Level Test Plan, have been met. At the end of the Requirements Stage these will be described within DOORS, and a version-controlled extract will be provided by Post Office in the HNG-X Requirements Catalogue, version 1. Further version-controlled extracts shall be provided by Post Office following any amendments to, or re-issuing of, HNG-X Requirements in accordance with Schedule B6.1.	
Position at the date of signature of CCN1200	HNG-X Acceptance Criteria not available.	
Functional Requirements (Retained Functionality)		
Development approach for HNG-X Acceptance Criteria	Certain Functional Requirements will be expressed as Retained Functionality Use Cases which are agreed not to require main, variant and exception paths. They will contain, as a minimum, a goal and a description and in some cases more detail relating to Business Rules and usage. Acceptance of these Retained Functionality Use Cases will, as a minimum, be via the HNG-X Acceptance Methods of HNG-X Solution Test and/or HNG-X Release Validation and will require traditional narrative HNG-X Acceptance Criterion statements or, subject to agreement between the HNG-X Acceptance Managers, HNG-X High Level Test Plans to be jointly developed by Post Office and Fujitsu Services which	

CONFIDENTIAL

	shall reference existing Horizon test materials where relevant. Development of HNG-X Acceptance Methods and HNG-X Acceptance Criteria will not be complete for Retained Functionality Use Cases by the end of the Requirements Stage. These will be agreed by the joint test teams following the end of the Requirements Stage and, following such agreement, will be included in any subsequent versions of the Requirements Baseline issued by Post Office to Fujitsu Services.
Position at the date of signature of CCN1200	HNG-X Acceptance Criteria not available.
Functional Requirements (Postal Services)	
Development approach for HNG-X Acceptance Criteria	The approach to acceptance for Postal Services will be as described for Functional Requirements (general) except where HNG-X Requirements are provided in narrative form and have narrative HNG-X Acceptance Criteria.
Position at the date of signature of CCN1200	The scope of Postal Services and the materials to be provided at contract will be described in the CCD entitled "Postal Services Business and Operational Context" (REQ/CUS/BRS/0001).
Training Requirements	
Development approach for HNG-X Acceptance Criteria	High level pre-contract HNG-X Acceptance Methods and HNG-X Acceptance Criteria (in narrative form) to support high level training requirements have been created. These will be further developed after the date of signature of CCN1200. The position at the end of the Requirements Stage will be that updated HNG-X Acceptance Criteria and HNG-X Acceptance Methods will be provided by Post Office within DOORS. A version-controlled extract will be provided by Post Office in the HNG-X Requirements Catalogue, version 1. Further version-controlled extracts shall be provided by Post Office following any amendments to, or re-issuing of, HNG-X Requirements in accordance with Schedule B6.1.

CONFIDENTIAL

Position at the date of signature of CCN1200	HNG-X Acceptance Methods and HNG-X Acceptance Criteria will be provided by Post Office within the HNG-X Requirements Catalogue Draft at Contract. The HNG-X Requirements Catalogue Draft at Contract will identify which of these HNG-X Acceptance Methods and HNG-X Acceptance Criteria have and have not been agreed between the Parties at the date of signature of CCN1200. Any such HNG-X Acceptance Methods and HNG-X Acceptance Criteria not so agreed will be documented as areas for agreement and detailed work after the date of signature of CCN1200.	
The User Interface		
Development approach for HNG-X Acceptance Criteria	The functionality required to be supported by the HNG-X User Interface will be derived from the Functional Requirements generated through the Requirements Definition Process. No HNG-X Acceptance Criteria or HNG-X Acceptance Methods are required to additionally and specifically accept these HNG-X Requirements in terms of their presence within the HNG-X User Interface as this is a fundamental pre-requisite to testing for acceptance of the Functional Requirement.

Non-functional HNG-X Requirements for the HNG-X User Interface will be created in the traditional narrative style and will include HNG-X Acceptance Criteria and HNG-X Acceptance Methods. A high level view of the acceptance events which relate to these HNG-X Requirements are described in the CCD entitled "Establishing and Assuring the HNG-X User Interface" (REQ/GEN/PRD/0001). | |
| Position at the date of signature of CCN1200 | HNG-X Acceptance Criteria not available and not required. | |
| **System Capacity and Performance; Migration and Implementation; Operational and Support Services; Design and Architecture; Security; Development; and Testing Requirements** | | |
| Development approach for HNG-X Acceptance Criteria | HNG-X Acceptance Methods and HNG-X Acceptance Criteria are being created for all HNG-X Requirements.

The position at the end of the Requirements Stage will be that updated HNG-X Acceptance Criteria and HNG-X Acceptance Methods will be provided by Post Office within DOORS. A version-controlled extract will be | |

CONFIDENTIAL

	provided by Post Office in the HNG-X Requirements Catalogue, version 1. Further version-controlled extracts shall be provided by Post Office following any amendments to, or re-issuing of, HNG-X Requirements in accordance with Schedule B6.1.
Position at the date of signature of CCN1200	HNG-X Acceptance Methods and HNG-X Acceptance Criteria will be provided by Post Office within the HNG-X Requirements Catalogue Draft at Contract. These HNG-X Acceptance Methods and HNG-X Acceptance Criteria will not have been agreed between the Parties at the date of signature of CCN1200 and will be areas for agreement and detailed work after that date.

2.4   HNG-X Acceptance Methods

2.4.1   HNG-X Acceptance Methods are an agreed set of pre-defined techniques by which HNG-X Requirements can be objectively measured as fulfilled or not, each against one or more agreed HNG-X Acceptance Criteria. HNG-X Acceptance Methods are described in more detail at Annex C to this Schedule.

2.4.2   In general, an HNG-X Requirement will be allocated one or more HNG-X Acceptance Methods. The objectives in allocating HNG-X Acceptance Method(s) to HNG-X Requirements are to progress toward overall HNG-X Final Acceptance as efficiently as possible, but subject to also being able to identify and resolve defects (non-compliances) as early as possible in the HNG-X Acceptance Process, to reduce overall development costs and risks.

2.4.3   In summary, the relationships are:

2.4.3.1 each HNG-X Requirement will have one or more HNG-X Acceptance Methods; and

2.4.3.2 each HNG-X Acceptance Method for an HNG-X Requirement will have one HNG-X Acceptance Criterion.

2.4.4   The agreed HNG-X Acceptance Method(s) allocated against each HNG-X Requirement will be documented by Post Office in DOORS and extracted by Post Office into the HNG-X Requirements Catalogue.

2.5   HNG-X Acceptance Tracking

2.5.1   HNG-X Acceptance Tracking will be achieved through the production of a single HNG-X Acceptance Tracking report that will be initially derived from the HNG-X

F/1659.2/638

CONFIDENTIAL

Requirements. During the HNG-X Acceptance Process, the Acceptance status of the HNG-X Requirements will be recorded in the Test Automation Toolset and will be incrementally updated with the outcomes of the various activities that form part of the HNG-X Acceptance Process.

2.5.2   The acceptance status of the HNG-X Requirements will be maintained by Post Office and shared with Fujitsu Services.

2.6   HNG-X High Level Test Plans

HNG-X High Level Test Plans (HNG-X HLTPs) identify those functions and conditions that are mapped against the HNG-X Acceptance Criteria and that are required to support the HNG-X Acceptance Process. HNG-X HLTPs will be produced by Post Office or Fujitsu Services in accordance with HNG-X Programme Plan and are subject to joint review.

2.7   HNG-X Acceptance Incident

An HNG-X Acceptance Incident is raised when the HNG-X Acceptance Method fails to prove that an HNG-X Acceptance Criterion has been met. HNG-X Acceptance Incidents are classified according to Annex A to this Schedule.

2.8   HNG-X Minor Concession

Where the evidence fails to prove that an HNG-X Acceptance Criterion has been met, Fujitsu Services may request Post Office to grant an HNG-X Minor Concession on the basis that the failure of compliance or the deviation from the stated HNG-X Requirement presents no adverse impact to Post Office. In all such cases a defect shall be raised and if Post Office agrees to grant an HNG-X Minor Concession, details of the failure of compliance or the deviation from the stated HNG-X Requirements shall be recorded by Post Office and linked to the relevant HNG-X Requirement. Confirmation that all such details have been recorded by Post Office shall allow the defect to be closed and the HNG-X Requirements shall be deemed to have been satisfied providing that there are no additional test(s) associated with the HNG-X Requirement that have either not been run or failed for a different reason.

Should Post Office refuse to grant an HNG-X Minor Concession, the failure of compliance or deviation from the stated HNG-X Requirement shall be rectified through a defect management process agreed by the HNG-X Acceptance Board.

Following the granting of an HNG-X Minor Concession, should Post Office identify any unexpected consequences that have arisen as a direct result of an HNG-X Minor Concession then they shall be treated as an incident, and a date for resolution and rectification measures agreed through the HNG-X Acceptance Board, but will not be classified as an HNG-X Acceptance incident for acceptance purposes. This shall apply up until HNG-X Final Acceptance after which no further Incidents arising from any HNG-X Minor Concessions shall be raised.

CONFIDENTIAL

The Post Office shall maintain a register of all HNG-X Minor Concessions and shall periodically share with Fujitsu Services details of all HNG-X Minor Concessions that have been granted.

2.9   HNG-X Acceptance Incident Collection

An HNG-X Acceptance Incident Collection is a facility in PEAK whereby fault reports deemed to be HNG-X Acceptance Incidents will be grouped for management and reporting purposes.

2.10   HNG-X Acceptance Dispute

For the purposes of the HNG-X Acceptance Process, an ' HNG-X Acceptance Dispute' is defined in paragraph 7.1. An HNG-X Acceptance Dispute is not a Dispute in the broader context of the overall Agreement between Post Office and Fujitsu Services.

2.11   HNG-X Acceptance Plan

The HNG-X Acceptance Plan will define which HNG-X Acceptance Criteria will be assessed during which HNG-X Acceptance Process Stage. This plan will be produced by the Post Office HNG-X Acceptance Manager and agreed by the Fujitsu Services' HNG-X Acceptance Manager, such agreement not to be unreasonably withheld.

3.   **HNG-X ACCEPTANCE PROCESS**

3.1   Roles and Responsibilities

3.1.1   HNG-X Acceptance Manager

The primary responsibility for managing the HNG-X Acceptance Process rests with the HNG-X Acceptance Managers. This may be a specified individual or, more likely, a role adopted by the respective HNG-X Programme Managers.

3.1.2   HNG-X Acceptance Board

An HNG-X Acceptance Board will be nominated and the primary function of this board shall be to assess and agree the acceptance status of the HNG-X Acceptance Criteria associated with the relevant HNG-X Acceptance Gateway. The Fujitsu and Post Office HNG-X Acceptance Managers shall prepare material for assessment by the HNG-X Acceptance Board from which the HNG-X Acceptance Board shall provide a recommendation to the 'Joint Release Authorisation Board' concerning progression through the relevant HNG-X Acceptance Gateway.

The HNG-X Acceptance Board shall be constituted, deal with matters and meet at intervals as set out in Schedule A2.

Schedule B6.3 Version 12.0

CONFIDENTIAL

3.1.3 HNG-X Acceptance Dispute Board

An HNG-X Acceptance Dispute Board will be nominated and the primary function of this board shall be to settle any HNG-X Acceptance Disputes that cannot be resolved by the HNG-X Acceptance Managers. The HNG-X Acceptance Dispute Board shall be constituted, deal with the matters and meet at the intervals as set out in Schedule A2.

3.2 Changes to the Agreement

3.2.1 After the end of the HNG-X Requirements Baselining Process and prior to HNG-X Final Acceptance, where either Party requests a change to any provision of this Agreement relating to HNG-X Requirements or the HNG-X solution, the Change Control Procedure will be followed and both Fujitsu Services and Post Office will review the HNG-X Acceptance Criteria to determine whether any changes are required. Such changes may include:

3.2.1.1 deletion of HNG-X Acceptance Criteria that were derived from deleted provisions;

3.2.1.2 addition of new HNG-X Acceptance Criteria relating to new or extended provisions; and/or

3.2.1.3 modification of HNG-X Acceptance Criteria relating to changed provisions.

3.2.2 If changes are made to tests that are already in progress or have been completed then, unless both Parties agree otherwise, or the results of those changed tests can be derived from the results of tests already carried out, those tests shall be repeated.

3.2.3 Within 60 days of Final Acceptance, Fujitsu Services shall present to Post Office a CCN to incorporate all Minor Concessions continuing to have an impact after Final Acceptance into the relevant requirements. This shall allow a clear requirements baseline for the HNG-X Release.

4. PROGRESSING THROUGH THE HNG-X ACCEPTANCE PROCESS

4.1 Paragraph 2.2.4 identifies the three key stages during which the HNG-X Acceptance Process takes place, namely Test and Validation, Live Pilot and Live Monitoring. Progression from one stage to the next is controlled by an HNG-X Acceptance Gateway that has to be passed through.

4.2 HNG-X Acceptance Gateways have parameters associated with them that are configured to meet the specific arrangements agreed between Post Office and Fujitsu Services. The parameters are:

Schedule B6.3 Version 12.0
Page 11 of 25

CONFIDENTIAL

    4.2.1   as detailed in paragraph 4.6;

    4.2.2   the number and status of HNG-X High Severity Acceptance Incidents;

    4.2.3   the number and status of HNG-X Medium Severity Acceptance Incidents; and

    4.2.4   the number and status of HNG-X Low Severity Acceptance Incidents.

4.3   The three key HNG-X Acceptance Gateways controlling progression through the HNG-X Acceptance Process Stages are HNG-X Acceptance Gateways 3, 4 and 6 respectively as described in paragraph 4.5.

4.4   [NOT USED]

4.5   <u>Achieving HNG-X Stage Progression and Progression through an HNG-X Acceptance Gateway</u>

    4.5.1   From Test and Validation to Live Pilot (HNG-X Acceptance Gateway 3)

        4.5.1.1 Progression through HNG-X Acceptance Gateway 3 shall occur once all of the following have been satisfied:

        (a)   subject to paragraph 4.6, all the HNG-X Acceptance Criteria allocated in the HNG-X Acceptance Plan to Test and Validation have been achieved;

        (b)   activities leading to HNG-X Acceptance Gateway 1 (named "Readiness for Router Roll–Out (Z1)" and HNG-X Acceptance Gateway 2 (named "Readiness for Data Centre Migration") must be completed and these two HNG-X Acceptance Gateways passed through in accordance with paragraph 4.5.4.2 as pre-requisites to achieve HNG-X Acceptance Gateway 3. Failure to progress through HNG-X Acceptance Gateway 1 and HNG-X Acceptance Gateway 2 will not prohibit any other programme activities from continuing prior to HNG-X Acceptance Gateway 3;

        (c)   there are no outstanding HNG-X High Severity Acceptance Incidents;

        (d)   the number of outstanding HNG-X Medium Severity Acceptance Incidents is five or fewer and an agreed workaround exists for each of them; and

        (e)   there is an agreed workaround for all outstanding HNG-X Low Severity Acceptance Incidents except for those which the Parties agree do not require a workaround.

CONFIDENTIAL

4.5.1.2 Notwithstanding progression through HNG-X Acceptance Gateway 3 in accordance with paragraph 4.5.1.1, Live Pilot shall not commence until confirmation that it may do so is given in writing to Fujitsu Services by the Post Office Release Authorisation Board.

4.5.2 Achieving HNG-X Initial Acceptance - From Live Pilot to Live Monitoring (HNG-X Acceptance Gateway 4)

4.5.2.1 Achievement of HNG-X Initial Acceptance shall occur on progression from Live Pilot to Live Monitoring once all of the following have been satisfied:

(a) subject to paragraph 4.6, all HNG-X Acceptance Criteria allocated in the HNG-X Acceptance Plan to Live Pilot have been achieved;

(b) there are no outstanding HNG-X High Severity Acceptance Incidents;

(c) the number of outstanding HNG-X Medium Severity Acceptance Incidents is five or fewer;

(d) each HNG-X Medium Severity Acceptance Incident has an agreed workaround and, subject to paragraph 6.4.2, an agreed HNG-X Rectification Plan; and

(e) each HNG-X Low Severity Acceptance Incident has, subject to paragraph 6.4.4, a target timescale for rectification and has an agreed workaround except those for which the Parties agree that such a workaround is not required.

4.5.2.2 Notwithstanding achievement of HNG-X Initial Acceptance in accordance with paragraph 4.5.2.1, Live Monitoring shall not commence until confirmation that it may do so is given in writing to Fujitsu Services by the Post Office Release Authorisation Board.

4.5.3 Achieving HNG-X Final Acceptance (HNG-X Acceptance Gateway 6)

4.5.3.1 HNG-X Final Acceptance shall occur once all of the following have been satisfied:

(a) the earliest planned date as specified in the HNG-X Programme Plan for completion of Live Monitoring has occurred;

(b) subject to paragraph 4.6, all HNG-X Acceptance Criteria allocated to Live Monitoring as set out in the HNG-X Acceptance Plan have been achieved;

CONFIDENTIAL

(c)   there are no outstanding HNG-X High Severity Acceptance Incidents;

(d)   the number of outstanding HNG-X Medium Severity Acceptance Incidents arising from HNG-X Acceptance Criteria scheduled to be achieved during Live Monitoring is two or fewer. For the avoidance of doubt, this means that the total number of HNG-X Medium Severity Acceptance Incidents at this HNG-X Acceptance Gateway (including those outstanding from previous HNG-X Acceptance Gateways) could be seven. However, this total of seven would be reduced if any of the original HNG-X Medium Severity Acceptance Incidents have been closed in accordance with their agreed HNG-X Rectification Plans;

(e)   each HNG-X Medium Severity Acceptance Incident has an agreed workaround and, subject to paragraph 6.4.2, an agreed HNG-X Rectification Plan; and

(f)   each HNG-X Low Severity Acceptance Incident has, subject to paragraph 6.4.4, a target timescale for rectification and has an agreed workaround except those for which the Parties agree such a workaround is not required.

4.5.4   Progressing through HNG-X Acceptance Gateways 1 and 2

4.5.4.1 Not Used.

4.5.4.2 Progression through HNG-X Acceptance Gateways 1 and 2 occur once all of the following have been satisfied for the HNG-X Acceptance Criteria allocated to achieving progression through the respective HNG-X Acceptance Gateway:

(a)   subject to paragraph 4.6, all such HNG-X Acceptance Criteria have been achieved;

(b)   there are no outstanding HNG-X High Severity Acceptance Incidents;

(c)   the number of outstanding HNG-X Medium Severity Acceptance Incidents, together with any related HNG-X Rectification Plans or agreed workarounds, are agreed between the Parties as being acceptable to progress through the HNG-X Acceptance Gateway; and

(d)   the number of outstanding HNG-X Low Severity Acceptance Incidents, together with any related HNG-X Rectification Plans or agreed workarounds, are agreed between the Parties as being acceptable to progress through the HNG-X Acceptance Gateway.

CONFIDENTIAL

4.6   Progressing to the Next Stage or through HNG-X Acceptance Gateways 1 and 2

4.6.1   If the Parties do not agree whether HNG-X Final Acceptance, HNG-X Stage Progression or progression through HNG-X Acceptance Gateways 1 and 2 has occurred, the matter will be resolved through the procedure described in paragraph 7 for resolving HNG-X Acceptance Disputes.

4.6.2   If, following investigation by Fujitsu Services, an HNG-X Acceptance Incident is found to have been caused solely by a fault or deficiency in anything other than those elements of HNG-X provided by Fujitsu Services, it shall not count towards the thresholds identified in paragraph 4.5.

4.6.3   HNG-X Acceptance Incidents that are agreed to result from the same failure or deficiency, or to affect the same operational process or business function, may be aggregated into a single HNG-X Acceptance Incident for the purposes of the thresholds identified in paragraph 4.5.

The aggregation of two or more HNG-X Acceptance Incidents into a single HNG-X Acceptance Incident shall be proposed by the Fujitsu HNG-X Acceptance Manager and agreed by the Post Office HNG-X Acceptance Manager, such agreement not to be unreasonably withheld.

4.6.4   If, other than as a result of a Default of Fujitsu Services, it is impossible for a test to be carried out when scheduled in the HNG-X Acceptance Plan then that test becomes known as a "Deferred Test". Deferred Tests will be carried out as soon as reasonably practicable or at such later time as the Parties may agree (which shall be no later than six months after HNG-X Final Acceptance) provided that performance on that agreed date does not, other than as a result of a Default of Fujitsu Services, become impossible (in which event the Deferred Test shall be carried out as soon as reasonably practicable).

4.6.5   The non-occurrence of a Deferred Test at the time originally scheduled in the HNG-X Acceptance Plan will not prevent HNG-X Stage Progression, HNG-X Final Acceptance or progression through HNG-X Acceptance Gateways 1 and 2 each of which will be assessed on the basis of:

4.6.5.1 those tests scheduled to take place for that HNG-X Stage Progression, HNG-X Final Acceptance or progression through HNG-X Acceptance Gateways 1 and 2, as the case may be, which are not Deferred Tests; and

4.6.5.2 those Deferred Tests which were originally scheduled to take place as part of a previous HNG-X Stage Progression, HNG-X Final Acceptance or progression through HNG-X Acceptance Gateways 1 and 2 and which have been rescheduled in accordance with paragraph 4.6.4 to take place for that HNG-X Stage Progression, HNG-X Final Acceptance or progression through HNG-X Acceptance Gateways 1, 2 or 5.

CONFIDENTIAL

4.6.6 If, when a Deferred Test is carried out after HNG-X Final Acceptance, it is not successfully completed, that failure shall not of itself constitute a Default under the Agreement or entitle Post Office to raise an HNG-X Acceptance Incident.

4.6.7 Where a test that was originally scheduled to be carried out by Fujitsu Services in the Solution Test Stage becomes a Deferred Test in accordance with paragraph 4.6.4, the failure of Fujitsu Services to carry out that Deferred Test in accordance with paragraph 4.6.4 shall constitute a Default under the Agreement.

4.6.8 Other than as set out in paragraph 4.6.6, nothing in paragraph 4.6 shall reduce or alter any obligations of Fujitsu Services under this Agreement.

5. **HANDLING HNG-X ACCEPTANCE TESTING EVIDENCE**

5.1 Evidence (including, without limitation, test results, test observations, data or other information) provided by Fujitsu Services for review in relation to fulfilment of HNG-X Acceptance Criteria ("HNG-X Acceptance Testing Evidence") shall by default be available to all Post Office employees and contractors unless such evidence is:

5.1.1 Confidential Information, in which case disclosure shall be governed by the provisions of Clause 61 of the Agreement; or

5.1.2 considered to be or categorised as sensitive in accordance with paragraphs 5.2 or 5.3 of this Schedule, in which case disclosure will be governed by those provisions (as applicable).

5.2 HNG-X Acceptance Testing Evidence that can reasonably be considered to be particularly sensitive because access to such information could compromise the security of the HNG-X or other Post Office Services will be restricted to named employees or contractors of Post Office who will be nominated by Post Office to review it on Post Office's behalf. Access to the information will be in accordance with such reasonable conditions as may be imposed by Fujitsu Services.

5.3 Subject to paragraph 5.4, HNG-X Acceptance Testing Evidence categorised by Fujitsu Services (acting reasonably) as particularly commercially sensitive to Fujitsu Services will only be disclosed to named employees or contractors of Post Office (such named individuals to be approved by Fujitsu Services). Post Office will place such named employees and contractors under a duty to keep confidential and not disclose Fujitsu Services' commercially sensitive information to any other person or Party without Fujitsu Services' prior written consent (which consent shall not be unreasonably withheld or delayed).

5.4 Fujitsu Services will not be entitled to categorise any HNG-X Acceptance Testing Evidence as commercially sensitive where that evidence solely reflects a visible manifestation or result of the operation of the HNG-X System, as opposed to how the HNG-X System achieves that manifestation or result.

Schedule B6.3 Version 12.0

CONFIDENTIAL

5.5 Sensitive information disclosed as HNG-X Acceptance Testing Evidence pursuant to paragraphs 5.3 or 5.4 may also be disclosed by Post Office or Fujitsu Services to the HNG-X Acceptance Board if such disclosure is necessary for the resolution of an HNG-X Acceptance Dispute.

5.6 At Post Office's request Fujitsu Services will supply supporting evidence for the completion of a test that can reasonably be regarded as necessary for Post Office to validate whether the HNG-X Acceptance Criteria for that test have been met.

6. **MANAGING HNG-X ACCEPTANCE INCIDENTS**

6.1 <u>Raising HNG-X Acceptance Incidents</u>

6.1.1 An HNG-X Acceptance Incident will be raised by Fujitsu Services when the HNG-X Acceptance Method used fails to prove that the HNG-X Acceptance Criterion has been met. In addition, Fujitsu Services will report to Post Office any material undesirable occurrences, which are not HNG-X Acceptance Incidents, observed by it whilst conducting tests.

6.1.2 Post Office may raise an HNG-X Acceptance Incident whenever Post Office becomes aware of evidence that (a) any of the occurrences referred to in paragraph 6.1.1 have arisen (b) the HNG-X Acceptance Criteria are not being met or (c) the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process has resulted or might reasonably be expected to result in the existing Horizon Applications or the Horizon Service Infrastructure no longer functioning or being performed (as the case may be) in accordance with the provisions of the Agreement.

6.1.3 Where the HNG-X Requirements Catalogue or Annex 2 of Schedule B6.1 expressly states that the application will not permit specified functions or activities or cause certain specified behaviour, and those functions, activities or behaviour are observed to occur during testing of the application, then the observing Party will (in the case of Fujitsu Services) or may (in the case of Post Office) raise an HNG-X Acceptance Incident.

6.1.4 Following resolution of an HNG-X Acceptance Incident raised in accordance with paragraph 6.1.1, 6.1.2 or 6.1.3, a further HNG-X Acceptance Incident can be raised in accordance with paragraph 6.1.1 if the applicable functions, activities or behaviour are observed to occur again.

6.1.5 Each Party will raise an HNG-X Acceptance Incident as soon as reasonably practicable after becoming aware of such incident. However, HNG-X Acceptance Incidents may not be raised in respect of any HNG-X Acceptance Criteria before commencement of the testing or assessment of those HNG-X Acceptance Criteria in accordance with the HNG-X Acceptance Plan. Once HNG-X Final Acceptance has occurred no new HNG-X Acceptance Incidents

CONFIDENTIAL

may be raised. For the purposes of this paragraph a "new HNG-X Acceptance Incident" means an HNG-X Acceptance Incident that occurs after the HNG-X Final Acceptance Date or which occurs on or before that date, but is not reported to Fujitsu Services before the HNG-X Final Acceptance Date. Once HNG-X Initial Acceptance has occurred no additional HNG-X Acceptance Incidents will be classified as HNG-X Acceptance Incidents in respect of HNG-X Initial Acceptance.

6.1.6   An HNG-X Acceptance Incident manifests itself as one or more defects originating from either the Test Automation Toolset or PEAK. Such defects will be allocated to HNG-X Acceptance Incidents following review and agreement by the HNG-X Acceptance Managers from both Parties.

6.1.7   A PEAK fault report that is allocated to the HNG-X Acceptance Incident Collection can only be closed with the agreement of both HNG-X Acceptance Managers.

6.1.8   If a dispute arises whereby the HNG-X Acceptance Managers cannot agree as to the status of a defect associated with an HNG-X Acceptance Incident, the matter will be escalated according to the procedure described in paragraph 7 for resolving HNG-X Acceptance Disputes..

6.2   Analysing and Classifying HNG-X Acceptance Incidents

6.2.1   HNG-X Acceptance Incidents will be jointly analysed by Fujitsu Services and Post Office and a written report produced which will record:

6.2.1.1   initially, the agreed (such agreement not to be unreasonably withheld by either Party) severity classification of the HNG-X Acceptance Incident as identified in Annex A to this Schedule; and subsequently

6.2.1.2   related rectification activities (if applicable); and

6.2.1.3   re-testing dates/periods (if applicable).

This information will be included in the test report issued at the time of completing the HNG-X Acceptance Process Stage during which the HNG-X Acceptance Incident was raised.

6.2.2   For the purpose of paragraph 6.2.1, an HNG-X Acceptance Incident will be regarded as having been caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process:

6.2.2.1   if that incident is identified during any of the HNG-X Acceptance Process Stages; and

Schedule B6.3 Version 12.0
Page 18 of 25

CONFIDENTIAL

6.2.2.2 where the behaviour of Horizon giving rise to that incident (i) has not been previously observed, or (ii) had been previously observed in relation to the Horizon Service Infrastructure or the Horizon Application but such behaviour had been resolved prior to commencement of testing of HNG-X,

unless following investigation by Fujitsu Services, that incident is found to be unrelated to the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and Fujitsu Services has provided Post Office with reasonable evidence to demonstrate this.

6.2.3 Where an HNG-X Acceptance Incident can be attributed to faults in HNG-X, the severity of that incident (for the purposes of HNG-X Final Acceptance and HNG-X Initial Acceptance) shall be classified with reference to the fault in HNG-X alone.

6.2.4 Either Party may request that the severity of an HNG-X Acceptance Incident be re-classified in recognition of new evidence or if it is reasonably believed that the impact of the HNG-X Acceptance Incident should be re-assessed. Agreement to such requested re-classification shall not be unreasonably withheld by either Party.

6.3 Repeat Acceptance Activities

6.3.1 Any failed test may, prior to the end of the agreed Live Monitoring be repeated as many times as necessary in order for HNG-X Final Acceptance to be achieved. Dates for such repeat tests will be agreed by the joint test teams having regard to the overall HNG-X Programme Plan. Post Office will be responsible for making personnel available to observe repeat testing if required. Repeat tests will be proposed only when it is reasonably believed a different (i.e. improved) outcome would result.

6.3.2 In the case of repeated HNG-X Document Reviews, HNG-X Design Walkthroughs or HNG-X Monitoring, Post Office will be entitled to the same elapsed time for the repeated activity as was scheduled for the original failed activity. Repeat HNG-X Document Reviews or HNG-X Design Walkthroughs will be proposed only when it is reasonably believed a different (i.e. improved) outcome would result.

6.4 HNG-X Rectification Plan

6.4.1 For each HNG-X Medium Severity Acceptance Incident outstanding on the HNG-X Initial Acceptance Date or on the HNG-X Final Acceptance Date, Fujitsu Services will have prepared a written HNG-X Rectification Plan that includes:

CONFIDENTIAL

6.4.1.1 a statement of the operational impact and any necessary temporary procedures to be adopted by Users;

6.4.1.2 a description of how rectification is to be achieved; and

6.4.1.3 a timetable for rectification.

Post Office shall not unreasonably withhold its agreement to any such HNG-X Rectification Plan and neither Party shall unreasonably withhold its agreement to any workaround referred to in this Schedule.

6.4.2 It is acknowledged by the Parties that exceptionally they may agree that such a HNG-X Rectification Plan is not required for each outstanding HNG-X Medium Severity Acceptance Incident.

6.4.3 For each HNG-X Low Severity Acceptance Incident outstanding on the HNG-X Initial Acceptance Date or on the HNG-X Final Acceptance Date, Fujitsu Services will identify a target timescale for rectification.

6.4.4 It is acknowledged by the Parties that they may agree that such a target timescale for rectification is not required for each outstanding HNG-X Low Severity Acceptance Incident.

7. **HNG-X ACCEPTANCE DISPUTE PROCESS**

7.1 General

If Post Office and Fujitsu Services do not agree on any matters relating to this Schedule including:

7.1.1 the form or content of the HNG-X tests as defined in the HNG-X HLTPs or in the Test Automation Toolset;

7.1.2 changes to HNG-X Acceptance Criteria, HNG-X tests, or the HNG-X Acceptance Plan arising from changes to the provisions of the HNG-X Requirements Catalogue;

7.1.3 whether any tests, HNG-X Document Reviews, HNG-X Design Walkthroughs or HNG-X Monitoring should be repeated pursuant to paragraph 6.3 as a consequence of changes to the HNG-X tests;

7.1.4 results of HNG-X tests;

7.1.5 whether an event or occurrence is an HNG-X Acceptance Incident;

7.1.6 the aggregation into HNG-X Acceptance Incidents;

F/1659.2/650

CONFIDENTIAL

7.1.7   classification of severity of HNG-X Acceptance Incidents;

7.1.8   whether progression through an HNG-X Acceptance Gateway or from one HNG-X Acceptance Process Stage to another has occurred or should proceed;

7.1.9   whether an HNG-X Acceptance Incident has been caused by a deficiency or fault in a component of the HNG-X System (for which Fujitsu Services is responsible) or a deficiency or fault in other services, systems or data (including, without limitation, Reference Data) of Post Office or a third party (for which Post Office is responsible); or

7.1.10 adequacy of HNG-X Rectification Plans,

the Parties will refer such dispute (an "HNG-X Acceptance Dispute") to the HNG-X Acceptance Dispute Board for resolution.

7.2   <u>HNG-X Acceptance Dispute Resolution</u>

7.2.1   The HNG-X Acceptance Dispute Board is required to use all reasonable endeavours to reach an agreed resolution on any HNG-X Acceptance Dispute that is referred to it.

7.2.2   If the HNG-X Acceptance Dispute is resolved by the HNG-X Acceptance Dispute Board, the decision of the HNG-X Acceptance Dispute Board will be final and binding on the Parties.

7.2.3   In the event that an HNG-X Acceptance Dispute cannot be resolved by the HNG-X Acceptance Dispute Board it will be escalated for Executive Review and dealt with in accordance with the Dispute Resolution Procedure.

8.   **ASSOCIATED DOCUMENTS**

8.1   The following CCDs are associated with this Schedule B6.3:

	Document Reference	Document Title
1	REQ/CUS/BRS/0001	Postal Services Business and Operational Context
2	REQ/GEN/PRD/0001	Establishing and Assuring the HNG-X User Interface

8.2   There are no CRDs associated with this Schedule B6.3.

CONFIDENTIAL

ANNEX A : HNG-X ACCEPTANCE INCIDENT SEVERITY MATRIX

Severity	Description
High	The HNG-X Acceptance Incident was caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and results in a defect that would render a key element of one or more of the Business Capabilities and Support Facilities or a key element of the Infrastructure unfit for operational use, which could include: a) not allowing Post Office to undertake one or more Transaction types; b) not allowing Post Office to undertake one or more Transaction types using the required business inputs or generating the required business outcome; c) creating system performance issues which are in, or are likely to cause a, breach of Service Level Targets.
Medium	The HNG-X Acceptance Incident was caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and results in a defect that would not prevent operation of one or more of the Business Capabilities and Support Facilities or elements of the Infrastructure, but would cause problems in the operational use of one or more Transaction types.
Low	The HNG-X Acceptance Incident was caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and results in a defect that does not cause any adverse operational impact in the use of the Business Capabilities and Support Facilities or an element of the Infrastructure, or the HNG-X Acceptance Incident can be addressed by a Fujitsu Services workaround without any adverse operational impact for Post Office.
Non Incident	An incident raised by either Party which, following investigation is found: ➤ not to be a defect; ➤ not to have resulted from the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process; or ➤ not to fall within the high, medium or low categories set out in this column.

Schedule B6.3 Annex B Version 12.0

F/1659.2/652

CONFIDENTIAL

ANNEX B : HNG-X ACCEPTANCE BOARD

Refer to Schedule A2, Annex 1.

F/1659.2/653

ANNEX C : HNG-X ACCEPTANCE METHODS

Type	Description
HNG-X Document Review	HNG-X Acceptance Criteria that cannot be objectively verified by a test of HNG-X may be satisfied by Post Office undertaking a HNG-X Document Review. The outcome of any such review will be documented by Post Office in the HNG-X Acceptance Tracking Document. Fujitsu Services will supply a list of documents (and any specific references within such documents) for Post Office review, which may satisfy the agreed HNG-X Acceptance Criteria.
HNG-X Design Walkthrough	HNG-X Acceptance Criteria may be satisfied by Post Office participating in an HNG-X Design Walkthrough led by Fujitsu Services of the Fujitsu Services' design. The outcome of any such HNG-X Design Walkthrough will be documented by Post Office in the HNG-X Acceptance Tracking Document.
HNG-X Solution Test	Tests that are owned and managed by Fujitsu Services with significant collaborative support from Post Office, for the purpose of verifying that the Fujitsu Services' solution for the HNG-X System satisfies the relevant HNG-X Acceptance Criteria. The collaborative team will produce a joint test report presenting the results of the tests.
HNG-X Release Validation	Tests that are run and managed by Post Office with significant collaborative support from Fujitsu Services, for the purpose of verifying that the HNG-X Release satisfies the relevant HNG-X Acceptance Criteria. The combined team will produce a joint test report presenting the results of the tests and provide evidence on any areas of non conformance.
HNG-X Monitoring	Post Office shall specify any need beyond the level of support that Fujitsu Services are required to provide under normal operational practice (such as a report etc). Duration, nature and characteristics to be agreed in advance between Post Office and Fujitsu Services and will take place during Live Pilot or exceptionally during Live Monitoring. The total duration of HNG-X Monitoring and the obligations on Fujitsu Services to produce data/reports to support Post Office monitoring to be agreed between Post Office and Fujitsu Services (each acting reasonably and in good faith) for a particular HNG-X Requirement.
HNG-X Statement of Fact	Where the solution to an HNG-X Acceptance Criterion is self-evident and does not lend itself to formal proving.
HNG-X Statement of Obligation	Relates to HNG-X Acceptance Criterion that represents an ongoing contractual obligation for HNG-X.
Other	Used by exception, to be agreed between the Parties.

Schedule B6.3 Annex C Version 12.0

CONFIDENTIAL