


Data Centre Operations Service: Service Description
FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)


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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	12/12/07	Changes to sections 5.1.2.1.3, 2.9.1.1 and 2.3.4.6.1	
1.2	14/10/2008	Review as per CCN, see section 0.5 for changes	
1.3	26/03/2009	Changes Applied to reviewed comments from Dave Chapman, Torstein Godeseth, Dave Johns, Dave Cooke Is not used. Previous details of have now become Table 4 Table 26 No longer Valid	
1.4	27/03/2009	Table 15a added = to SLT	
2.0	30/07/2009	Approval	
2.1	29/09/2009	Review Change Section 3.2.1 & 3.9.1	
3.0	08/10/2009	Approval	
3.1	10/08/2010	Review prior to POLSAP	POLSAP
3.2	25/10/2010	Review Post POLSAP	POLSAP
3.3	14/06/2011	Major Update of Document now relevant for HNG-X only with removal of sections 3 (Hydra) and those SLA's listed to be removed after HNG-X completed. These were listed under section 3.3.2.1 General Principles v3.2 which are now removed from this updated document : a. section 2.3.4.4: inbound LFS; b. section 2.3.4.5: inbound Transaction Correction Records; c. section 2.3.5.3: APS to APS Clients d. section 2.3.5.7: inbound LFS; and e. section 2.3.5.8: inbound Transaction Correction Records. Updated section 2.9.1.1 DR failover schedule to reflect the current business requirements.	POLSAP; R1 post go live changes
3.4	07/07/2011	Updated following comments received from Fujitsu reviewers *	POLSAP
3.5	23/03/12	Changes to correct inaccuracies and baseline to Release 1 of HNG-X.	POLSAP
3.6	27/03/2012	Removal of annotations and amend references to SAPADS to POLSAP	POLSAP
3.7	09/05/12	Updated following comments received from Fujitsu reviewers	
3.8	22/08/12	Updated following comments received from Post Office reviewers	
3.9	21/09/12	Changes to introduce PODG and Credence DR	CP0704 (PODG)


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			Client Migration)
3.10	30/10/2012	Updated following comments received from Post Office Ltd and Fujitsu reviewers	CP0704 (PODG Client Migration)
3.11	31/10/2012	Updated following review with internal colleagues Section 2.3.4.1 Table 1: The LD figure in the Liquidated Damages Formula updated in-line with Schedule B4.4 Annex 2 Section 2.1.4 of Version 8.0 of the Agreement – 1.04p updated to 1.46p	CP0704 (PODG Client Migration)
3.12	27/12/2012	Updated following review with Internal colleagues, prior to submission for review with all parties	CP0704 (PODG Client Migration)
3.13	23/01/2013	Updated following comments	CP0704 (PODG Client Migration)
3.14	20/02/2013	Updated following comments	CP0704 (PODG Client Migration)
3.15	27/02/2013	Updated to reflect changes as per comments	CP0704 (PODG Client Migration)
3.16	13/03/2013	Updated to reflect changes as per comments	CP0704 (PODG Client Migration)
3.17	18/04/2013	Updated to reflect POL comments	CP0704 (PODG Client Migration)
3.18	30/04/2013	Following group review – final changes made prior to v4.0 being submitted for approval	CP0704 (PODG Client Migration)
3.19	26/09/2013	Updates to 2.3.5.8 Basket Settlement Transactions 2.7.10.1 Obligations PCI. Removal of 2.10 Documentation Set. Addition of 6 Annex D Collect and Return.	CCN1332A (PCI) CCN1342 (Collect and Return)
3.20	30/09/2013	Amendments to Annex D to reflect service design. Revised Table 19 Section 2.10.	CCN 1342A (Collect and Return)
3.21	13/12/2013	Reference to SVM/SDM/SSD/0004 replaced with COM/MGT/REP/0001 Transfer Asset Register	
4.0	13/12/2013	Approval version	



0.3 Review Details

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Review Comments to :	Yannis.Symvoulidis GRO & PostOffice AccountDocumentManagement GRO
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Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(*) = Reviewers that returned comments

(#) = Reviewers that returned nil comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
AP/IFS/063			Horizon APOP Authorisation Service Application Interface Specification	Fujitsu Services
AS/IFS/001			Horizon to Post Office Feed EDG Feed for Track and Trace Application Interface Specification	Fujitsu Services
AP/MAN/004			APOP Authorisation Service Reference Manual	Fujitsu Services
AS/IFS/001			HORIZON TO Post Office Feed FOR Track and Trace	Fujitsu Services
BP/SPE/046			APOP Definition	Fujitsu Services
AP/IFS/063			HORIZON APOP Authorisation Service Application Interface Specification	Fujitsu Services
AP/IFS/065			APOP Host System Reporting to Client Application Interface Specification	Fujitsu Services
COM/CUS/SCH/0011				
COM/CUS/SCH/0013				
CS/PRD/058			Fujitsu Services/Post Office Interface Agreement for Operational Business Change – Product	Fujitsu Services
DES/APP/AIS/1783			Fujitsu to Post Office PODG Log File Application Interface Specification	Fujitsu Services
DES/PPS/HLD/2205			All Platform Service List	Fujitsu Services
EA/IFS/003			Horizon to POL Financial Systems Interface Specification	Fujitsu Services



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EA/IFS/030			Impact Programme POL Financial System S80 Technical Interface Specifications	Fujitsu Services
PA/PER/033	8.2		HNG-X Capacity Management and Business Volumes	Fujitsu Services
POLSAP/DES/GEN/SP E/0002			POLSAP Technical Interface Specification	Fujitsu Services
SVM/SDM/OLA/0872			POLSAP Hosting Service – Joint Working Document (Operational Level Agreement)	Fujitsu Services
SVM/SDM/OLA/1797			Operational Level Agreement between Fujitsu Services Ltd Post Office Account and Post Office Limited for the Post Office Data Gateway'	Fujitsu Services
SVM/SDM/PLA/0002			HNG-X Services Business Continuity Plan	Fujitsu Services
SVM/SDM/PRO/0001			POA Operations Major Incident Management Process	Fujitsu Services
SVM/SDM/PRO/0007			AP Client File Re-Send – Joint Working Document	Fujitsu Services
SVM/SDM/PRO/0018			RMGA Operations Incident Management Process	Fujitsu Services
SVM/SDM/PRO/1871			PODG Client Connection Procedure	Fujitsu Services
SVM/SDM/SD/0001			Service Desk: Service Description	Fujitsu Services
SVM/SDM/SD/0002			Engineering Service: Service Description	Fujitsu Services
SVM/SDM/SD/0004			Horizon Online 3rd Line Application Support Service: Service Description	Fujitsu Services
SVM/SDM/SD/0006			Systems Management Service: Service Description	Fujitsu Services
SVM/SDM/SD/0007			Service Management Service: Service Description	Fujitsu Services
SVM/SDM/SD/0011			Branch Network: Service Description	Fujitsu Services
SVM/SDM/SD/0012			Central Network Service: Service Description	Fujitsu Services
SVM/SDM/SD/0013			Reference Data Management Service: Service Description	Fujitsu Services
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service: Service Description	Fujitsu Services
SVM/SDM/SD/0016			Management Information Service: Service Description	Fujitsu Services
SVM/SDM/SD/0017			Security Management Service: Service Description	Fujitsu Services
SVM/SDM/SIP/0001			HNG-X Business Continuity	Fujitsu Services


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COM/MGT/REP/0001		Framework Asset Transfer Register	Fujitsu Services
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Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.5 Abbreviations

Abbreviation	Definition
AEI NRT	Application Enrolment Identification Near Real Time
AP Client Trading Day	The 24 hour period from 19.00 of a day to 18.59 of the following day and includes all Bank Holidays and weekends
AP Client Trading Window	Each individual AP Client will require that the transaction data for each AP Client Trading Day or a combination of more than one consecutive AP Client Trading Days (specified as certain days of the week) will be captured and delivered to the AP Client. The period which this data covers, be it one AP Client Trading Day or more than one consecutive AP Client Trading Days is the AP Client Trading Window.
AP Client Transaction File	The data file containing the AP transactions recorded or logged at the Data Centre for an AP Client Trading Window
AP Client Delivery Day	The calendar day in which the AP Client Transaction File is delivered. This will be the calendar day following the calendar day in which the AP Client Trading Window ends.
APOP	Automated Payments Out Pay
APS	Automated Payments System
ARL	Additional Remedy Level
B de C	Bureau De Change
C0	A confirmation message written by the Banking Counter Application
CAPO	Card Account Post Office
CCD	Contract Controlled Document
Credence	New name for POLMIS
CSC	Computer Sciences Corporation, a supplier to Post Office conducting first line support for the POLSAP Service.
CTS	Control Total Summary
Development SAP System	Means the platform used to host the SAP Software instance known as PLD, including PLD itself
DCS	Debit Card Service
DRS	Data Reconciliation Service
DVLA	Department of Vehicle Licence Authority
DAY A	Schedule B4.4: "Day A" means the day of the specified triggering event (such as the date of a Transaction) For the purpose of this document Day A refers to the calendar day of the specified triggering event (such as the date of a Transaction);
DAY B	Schedule B4.4: "Day B" means the day following Day A



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	For the purpose of this document Day B refers to the calendar day following Day A
ETU	E Top Up (EPAY Service)
HR SAP	Human Resources SAP System
ITIL	Information Technology Infrastructure Library
LDT	Liquidated Damage Target
LFS	Logistical Feeder Systems
LREC	Vocalink Reconciliation File
MDM	Master Data Management
MSC	Managed Service Change (Fujitsu)
NB	Network Banking
NDA	Non Disclosure Agreement
NS&I	National Savings and Investments
PAF	Postal Address File
PAN	Primary Account Number
PLD	The Development environment where customizing and development can be performed by Fujitsu
PLE	The Test/Training 'isolated' environment for Post Office to test end-to-end functionality of the SAP solution. Authorisation for import of change into this system and all of its clients is the responsibility of Post Office following recommendation by Fujitsu Services
PLP	The stand-alone production environment for Post Office End-users. Authorisation for import of change into this system and all of its clients is the responsibility of Post Office following recommendation by Fujitsu Services
PLQ	The QA 'isolated' environment for Fujitsu to test customizing and development changes for integration and quality assurance. Authorisation for import of change into this system and all of its clients is the responsibility of Fujitsu
PM	Performance Measure
PODG	Post Office Data Gateway
PODGe	External PODG server – the client-facing PODG server
PODGi	Internal PODG server – the HNG-X data centre facing PODG server
Point of Use	Point of use is defined as the share, which is used by the BRDB. This specifically excludes time to transit through PODG
POLSAP	The POLSAP Application
POLSAP File Share	A generic term to describe the areas on the POLSAP live infrastructure that are available for other authorised Post Office systems hosted in the Data Centre to deliver data files for import to POLSAP or to pick up data files exported from the POLSAP system
POLSAP Software	The elements of the SAP Software (and any changes, updates thereto or new versions thereof) hosted within the POLSAP Central Infrastructure for use within the POLSAP Services
POSD	Post Office Service Desk



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Production SAP System	Means the platform used to host the SAP Software instance known as PLP, including PLP itself
POA	Post Office Account (Fujitsu)
QA/Test SAP System	Means the platform used to host the SAP Software instances known as PLQ, PLN, PLV and PLE, including PLQ, PLN, PLV and PLE themselves
RPI	Retail Price Index
SLT	Service Level Target
Technical Bridge	Working group convened during a major Incident comprising the Service and Support functions within Fujitsu Services and representatives from Post Office
TES	Transaction Enquiry Service
TIP	The Transaction Information Processing system
TPS	Transaction Processing System
UPS	Uninterrupted Power Supply

0.6 Glossary

Term	Definition
Credence	New name for POLMIS

0.7 Changes Expected

Changes
Not applicable

0.8 Accuracy

Not applicable.

0.9 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.



1 Service Summary

- 1.1 The Data Centre Operations Service consists of three (3) component services:
 - a) the Data Centre Operations Service – this service is described in sections 2 and 3 of this document;
 - b) the AP Client File Re-Send Service – this service component of the Data Centre Operations Service is described in Annex A: PODG Client File Re-Send Service of this document;
 - c) POLSAP Service – this service component of the Data Centre Operations Service is described in Annex B: POLSAP Service of the document.
- 1.2 The Data Centre Operations Service is responsible for the provision of all Data Centre operations, which includes, for example; all the agents, servers, and databases used to manage and support the Branch Infrastructure and HNG-X Central Infrastructure used to deliver the Business Capabilities and Support Facilities irrespective of technology platform or geographical location.
- 1.3 The primary elements of the Data Centre Operations Service cover the day to day management and operational control of the Data Centre environments located in the live Data Centre and the Disaster Recovery (DR) Data Centre applying ITIL best practice within these environments.
- 1.4 Operational staff will be appropriately trained to carry out the Data Centre Operations Service process, which includes monitoring capability within each of the respective Data Centres to an agreed level.
- 1.5 The Data Centre Operations Service provides on-site operational support in order to identify / minimise interruptions to the HNG-X Services provided by Fujitsu Services.
- 1.6 The management of the Data Centres shall be aligned with the operational requirements within the Branch Infrastructure.
- 1.7 Changes to the Data Centre environments shall be made without impacting the live service and in accordance with Fujitsu Services' corporate working practices and operational standards. No changes will be carried out within the Data Centre without an approved change record.
- 1.8 The Data Centre Operations Service shall be fully compliant with the security management standards and policies and follow approved procedures as set out within the Contract Controlled Document (CCD) entitled: "*Security Management Service, Service Description*" (SVM/SDM/SD/0017).
- 1.9 The live Data Centre will run in an active / DR mode with the DR Data Centre being used for testing. The live Data Centre (including the communications in and out of the building) is, in its own right, fully resilient. There are single high capacity network links in each data centre. Resilience is achieved by triangulation, for example, of the single network link into the live Data Centre fails then traffic will use the single high capacity link into the DR Data Centre and traverse the inter campus link. Also many network components are active / active across the data centres. Business Continuity testing is completed during the week (Monday to Friday) for a maximum of two (2) weeks per year, during which operational testing will not take place at the DR Data Centre.
- 1.10 Notwithstanding any provision in any Schedule, CCD or CRD to the contrary, for the POLSAP Service, Fujitsu Services shall provide the Application Support Service (Fourth Line) in respect of the POLSAP Service.



2 HNG-X

2.1 Service Definition

2.1.1 Key activities

2.1.1.1 Access Control

The Data Centre Operations Service will conform to the controls and procedures around access to the Data Centre environments as defined in the CCD entitled: “*Security Management Service, Service Description*” (SVM/SDM/SD/0017).

2.1.1.2 Incident Management

- Fujitsu Services will be responsible for informing Post Office of any service affecting Incidents.
- The Data Centre Operations Service will conform to the Fujitsu Services Post Office Account (POA) Incident management process as defined in the Working Document entitled: “*RMGA Operations Incident Management Process*” (SVM/SDM/PRO/0018) for the following types of Incident management:

2.1.1.2.1 Branch Incident Management

The Data Centre Operations Service will assist the Service Desk, the Branch Network Service and the Central Network Service in resolving Branch Infrastructure and HNG-X Central Infrastructure network faults with Fujitsu Services network communications suppliers.

2.1.1.2.2 Major Incident Management

Major Incidents will be managed in accordance with the Working Document entitled: “*POA Major Incident Process*” (SVM/SDM/PRO/0001).

2.1.1.3 Environmental Maintenance

(a) The Data Centre Operations Service will implement a maintenance plan, which shall be shared with Post Office on request, for the calendar year covering testing of the following environmental elements:

- power generator;
- power UPS;
- power distribution unit(s);
- power switch;
- air conditioning units;
- fire detection & suppression units;
- physical security systems & processes;
- lighting;
- telephony and fax;
- tape libraries;



- secure storage area;
- health and safety compliance; and
- Cleanliness.

(b) Fujitsu Services shall implement the maintenance schedule as a series of MSC's throughout the year. The maintenance schedule shall be reasonably flexible to accommodate any Hardware that requires additional maintenance activities to be undertaken, as identified by the specific Fujitsu Services Hardware supplier.

2.1.1.4 Configuration Management

The Data Centre Operations Service will be responsible for maintaining information regarding:

- data cabling and relationships between equipment;
- power cabling and relationships between equipment;
- rack locations;
- on-site equipment; and
- Documentation – e.g. site access forms & delivery notes.

2.1.2 Capacity Management

2.1.2.1 Further details of Fujitsu Services' obligations relating to capacity management are set out in section 2.1.5.4 of the CCD entitled '*Systems Management Service, Service Description*' (SVM/SDM/SD/0006).

2.1.2.2 The Data Centre Operations Service shall monitor the performance of the systems with regard to the actual traffic across Data Centre components to understand the success and failure rates of the traffic/data packets. This will enable the Data Centre Operations Service to manage the Services and utilise capacity to its optimum to ensure the performance levels of the system are maintained to minimise the impact and occurrence of Incidents.

2.1.3 Managed Service Change (MSC)

The Data Centre Operations Service will create and/or impact Managed Service Change MSC's for operational changes in accordance with section 2.1.6 of the CCD entitled: "*Service Management Service, Service Description*" (SVM/SDM/SD/0007).

2.1.4 Service Management

2.1.4.1 Management of the Data Centre Estate

To ensure the number of Hardware failures is kept to a minimum thereby mitigating risk to both Post Office and Fujitsu Services, Fujitsu Services shall:

1. Continually monitor the state of repair of the installed Hardware within the Data Centre and pro-actively manage the introduction of replacement parts in the appropriate circumstances; and;
2. Continually monitor the performance of the Hardware within the Data Centre and pro-actively log and assist in the resolution of any degradation in performance of such hardware.



2.1.4.2 Continuity of Spares Supply

Fujitsu Services will ensure that an adequate spares provision exists for all Hardware components within the Data Centre and will source new hardware components of an equivalent specification, if required, to ensure continuity of spares.

2.1.4.3 Continuous Service Improvement

Fujitsu Services will work closely with Post Office to identify and implement, where agreed, service or cost improvement initiatives within the Data Centre Operations Service.

2.1.4.4 Service Reporting

The Data Centre Operations Service shall, as required, provide service reporting for distribution to Post Office in accordance with the Service Management Service described in the CCD entitled: "Service Management Service, Service Description" (SVM/SDM/SD/0007).

2.1.4.5 Supplier Management

The Data Centre Operations Service will be responsible for managing all third party suppliers utilised in the support of the Data Centre environment. These activities include:

- defining the services that the supplier delivers;
- negotiating with the supplier;
- establishing a contract with the supplier;
- monitoring the performance of the supplier;
- performing regular supplier reviews including service initiative reviews;
- managing problems related to the supplier; and
- Managing changes related to the supplier.

2.2 Service Availability

The Data Centre Operations Service is not directly available to Post Office. It is a service internal to Fujitsu Services and will be available 24 hours per day, every day of the year to support and enable a Post Office Branch to trade in all levels of the Post Office business and complete Transactions at any time.

2.3 Service Levels and Remedies

2.3.1 General Principles

2.3.1.1 The Data Centre Operations Service has prime responsibility for SLT's with and without associated liquidated damages and performance measures as set out in sections 2.3.4 to 2.3.8 of this 'Data Centre Operations Service, Service Description'.

2.3.1.2 SLT's detailed in sections 2.3.4 and 2.3.5 of this Data Centre Operations Service, Service Description, which do not specify a measurement period are:

- reported monthly via the SRB; and
- measured over a Service Level Measurement Period equating to a Post Office financial quarter; i.e.



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- a) January to March;
- b) April to June;
- c) July to September; or
- d) October to December.

2.3.1.3 SLT's detailed in sections 2.3.4 and 2.3.5 of this Data Centre Operations Service, Service Description, which specify the "SLT Calendar Year" as the measurement periods are:

- a) reported monthly via the SRB; and
- b) measured over a Service Level Measurement Period equating to a Rolling Year (with the exception of Central Systems Availability which is measured over a rolling five (5) year period), i.e. the current month and the previous eleven (11) months.

2.3.2 Service Level Relief

The "HNGX Capacity Management and Business Volumes" (PA/PER/033) sets out the limits (the Contracted Volume) which, if exceeded over a monthly period, will entitle Fujitsu Services to adjust the measurement of performance in respect of the Data Centre Operations Service SLT's, and Liquidated Damages Targets (LDT's) if applicable and affected by this excess. Such adjustments shall be made on the following basis:

1. Fujitsu Services shall identify, for joint consideration with Post Office, any failure to achieve the Data Centre Operations Service SLT's and / or LDT's within the month due to the limits being exceeded. Post Office and Fujitsu Services (acting reasonably) will agree the reasons for that SLT or LDT failure if it has been caused or contributed to by Fujitsu Services:
 - a) if the SLT or LDT failure occurs as a result of a Default by Fujitsu Services, no adjustment shall be made to the performance measurements for the affected SLT's or LDT's in respect of that month;
 - b) if the SLT or LDT failure is agreed to be as a result of the limits being exceeded, the performance measurements for the affected SLT's and LDT's in respect of that month shall be reported as reasonably required by the Parties;
2. Following each Service Level Measurement Period, Post Office and Fujitsu Services will assess whether, on average during the relevant Service Level Measurement Period, any of the limits have been exceeded by 10% (ten per cent) or more. In making that assessment, Post Office and Fujitsu Services shall consider the cause of any daily peaks in excess of the daily averages during the relevant Service Level Measurement Period and disregard the measurements in respect of those days where the peaks have arisen as a result of a Fujitsu Services Default. If, having made this assessment, Post Office and Fujitsu Services agree that a limit has been exceeded by 10% (ten per cent) and within any three (3) consecutive months, Post Office and Fujitsu Services shall meet to discuss, (acting reasonably) any appropriate changes to the applicable Data Centre Operations Service SLT's and LDT's; and
3. Any dispute between Post Office and Fujitsu Services arising in connection with the application of this section 2.3.2 of this Data Centre Operations Service, Service Description shall be resolved in accordance with the Dispute Resolution Procedure.

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

2.3.4.1 Values for Liquidated Damages set out below in sect 2.3.4 are baseline figures at the start of the HNG-X contract (Trigger Point is 18th September 2009 in year 2009/10) hence will be uplifted annually by RPI as per the Agreement.

2.3.4.2 Data Delivery: APS to PODG

- a) APS SLT's are of generic application to APS Clients and unless otherwise stated by Post Office, the APS shall be fully available in a Branch whenever that Branch is open, and trading.
- b) The APS SLT's and LDT's are specified in this section of this Data Centre Operations Service, Service Description. The relevant performance measures for all APS Clients (for which services are being provided) shall be aggregated for such purpose of those SLT's, LDT's and Additional Remedy Levels (ARLs). All APS Clients subsequently introduced shall be included in that aggregate unless it is specifically agreed in accordance with the Change Control Procedure.
- c) The AP Client Transaction File shall be delivered to PODG before 03:00 of the AP Client Delivery Day.
- d) Failure to deliver the AP Client Transaction File to PODG before 23:59 of the AP Client Delivery Day shall attract Liquidated Damages as outlined in table 1 below

Table 1: Data Delivery: APS to PODG

Description	SLT	Liquidated Damages Formula
Failure to deliver files to PODG by 23:59 of the AP Client Delivery Day, per SLT Calendar Year	<=2(*)	Number of Transactions in the non delivered PODG data file x 1.46p(**)

(*) No more than two days on which Fujitsu fails to deliver all of the APS files by 23:59 of the AP Client Delivery Day per calendar year

(**) 1.46p is the baseline figures at the start of the HNG-X contract (Trigger Point is 18th September 2009 in year 2009/10) hence will be uplifted annually by RPI as per the Agreement.



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Data Delivery Branch to POLSAP - Outbound LFS

Delivery of Outbound LFS data files containing pouch delivery data entered at a branch before 19:00 on Trading Day A shall be delivered to POLSAP by 08:00hrs on day B.

Table 2: Data Delivery Branch to POLSAP- Outbound LFS

Description	SLT	Liquidated Damages Formula
LFS pouch delivery data file delivery failures per SLT Calendar Year	<=3(*)	<p>liquidated damages = $(L - (0.01 * T)) * £3.82$ (**) or zero if the result of that calculation is negative, where:</p> <p>L = the number of times (summed for all Branches) that a pouch delivery confirmation entered at a Branch before 19.00 has been delivered to POLSAP after 08:00 the next day; and</p> <p>T = the number of times (summed for all Branches) that a pouch delivery confirmation has been entered at a Branch before 19.00.</p> <p>For the purposes of L and T, each delivery will have a single confirmation, whether that delivery comprises one pouch or multiple pouches.</p>

(*) No more than three days on which Fujitsu fails to deliver all of the LFS pouch delivery data files by 08:00 on day B per calendar year.

(**) 3.82p is the baseline figures at the start of the HNG-X contract (Trigger Point is 18th September 2009 in year 2009/10) hence will be uplifted annually by RPI as per the Agreement.

2.3.4.3 Transaction Times: Banking Functions Transactions

2.3.4.3.1 For the purposes of Banking Functions Transactions, the SLT defined in Table 3: Transaction Times: Banking Functions Transactions below, are the result of the following calculation:

- for each Banking Functions Transaction, Fujitsu Services shall record the time "T1" as the time elapsed between the request being generated at the relevant Counter Position and the corresponding authorisation being received back at that Counter Position;
- for each Banking Functions Transaction, Fujitsu Services shall record the time "T2" which elapses between the time the request leaves the Fujitsu Services' domain for routing into the Banks' domain and the corresponding authorisation being received back into the Fujitsu Services' domain from the Banks; and
- Fujitsu Services shall calculate a value "T" for each Banking Functions Transaction, as follows:

$$T = T1 - T2$$

In addition:

- Maximum Counter Wait Period (MCWP) minus Maximum Authorisation Agent Wait Period (MAAWP), referred to as "Additional Time", shall not be less than 15 seconds.



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- Any changes to the MCWP and / or MAAWP as referred to in section 2.3.4.4.2 below, where the "Additional Time" is more than or equal to 15 seconds shall be subject to change as defined in the CCD entitled "Fujitsu Services/Post Office Interface Agreement for Operational Business Change – Product" (CS/PRD/058) and changes where the MCWP is greater than 40 seconds and / or the resulting "Additional Time" is less than 15 seconds shall be subject to agreement under the Change Control Procedure.
- Banking Functions Transactions shall be those for which a request is generated and a corresponding authorisation is received from the Banks before the earliest of the following events:
 - the MCWP has expired;
 - the Banking Functions Transaction is declined by the Clerk; and
 - the Banking Functions Transaction fails, and

d) No other Banking Functions Transaction shall be included in the calculation set out in Table 3 below.

Table 3: Transaction Times: Banking Functions Transactions

Description	SLT	Liquidated Damages Formula
Average time (T) for ALL Banking Functions Transactions across ALL Network Connections (**)	< = 2.5 seconds	Number of Transactions x(average time of ALL Transactions – 2.5) * 1.03p (*)

(*) 1.03p is the baseline figures at the start of the HNG-X contract (Trigger Point is 18th September 2009 in year 2009/10) hence will be uplifted annually by RPI as per the Agreement.

(**) Daily targets measured, and aggregated over a period of one full calendar month

2.3.4.3.2 NB Request, NB Authorisation and NB Confirmation Action

Fujitsu Services shall ensure that:

Following successful NB Token Validation, a Banking Function Transaction shall not proceed unless a network connection to the Data Centre can be reasonably expected to be established to obtain on-line NB Authorisation. Once that connection has been established, a NB Request shall be sent to the Banks and the Banking Function Transaction shall only proceed if a positive NB Authorisation is received from the Banks and that Banking Function Transaction is not Declined by the Counter Clerk. In the event that the Counter Clerk Declines a Financial Transaction, a C0 Confirmation shall be sent on-line to the Banks.

- There shall be no local facility within a Branch to override a NB Decline response in an NB Authorisation.
- If the NB Authorisation is not for the same amount as the NB Request, the Banking Function Transaction will be Declined by the NB System, except in the case of a NB Request for a Banking Function Transaction type "Withdraw Limit", which will be permitted to proceed subject to the maximum limit, set by Reference Data.
- The MAAWP and the MCWP shall be:
 - 1) Set as parameters in the NB System;
 - 2) Common for all Banks; and
 - 3) Configurable by Fujitsu Services' Reference Data,



and in any event, the MCWP shall not exceed 40 seconds.

If, after the generation of a NB Request at a Counter Position or after the Authorisation Agent makes a NB Request available to the Banks, a corresponding NB Authorisation is not received within the MCWP or MAAWP respectively, the Banking Function Transaction shall be declined.

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

2.3.5.1 Data Delivery: Outbound HR SAP

Table 4: Data Delivery: Outbound HR SAP

Description	SLT
HR SAP file should be delivered to PODG by 23:59 on the day following the day defined by Post Office reference data for the generation of the report	100%

2.3.5.2 Central Systems Availability (Measured over a 5 year rolling period)

Table 5: Central Systems Availability (Measured over a 5 year rolling period)

Description	SLT
Outages in Post Office Core Hours where the Central & Branch Network, and Sales Database is unavailable at > 10% of Branches - Per SLT Calendar Year	<=3 Core Hrs
Outages in Post Office Core Hours where the Central & Branch Network, Sales Database AND the Banking Solution (CAPO, Santander, LINK) is unavailable at > 10% of Branches – Per SLT Calendar Year	<=8 Core Hrs
Outages in Post Office Core Hours where the Central & Branch Network, Sales Database, the Banking Solution AND Other Services (ETU, DVLA, PAF, APOP, DCS) are unavailable at > 10% of Branches – Per SLT Calendar Year	<=14 Core Hrs

2.3.5.3 Data Delivery: TPS to POLSAP & Credence

Table 6: Data Delivery: TPS to POLSAP & Credence

Description	SLT
Data Delivery – Outbound to Credence and POLSAP	
Transaction records to Credence Shared Delivery Directory – failures per SLT Calendar Year	<=2
Horizon On-line transactions received and logged in the Data Centre between 19:00hrs and 18:59hrs daily will be available in data files in the Credence and POLSAP File Shares and sub systems by 03:00 the day following the cut off.	100%
External transactions received at the point of use (*) between 20:00hrs and 19:59hrs daily will be available in data files in the Credence and	


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POLSAP File Shares by 03:00 the day following the cut-off.	
Data Delivery - Outbound TPS to POLSAP Software	
Transaction records loaded to Configured POLSAP Software – failures per SLT Calendar Year	<=2
Transactions received in the data files in the POLSAP File Share by 03:00 shall be loaded into configured POLSAP by 07:30 the same day.	100%

(*) this specifically excludes the time taken to process the file through PODG

2.3.5.4 Data Delivery: Branch to POLSAP - Outbound LFS
Table 7: Data Delivery: Branch to POLSAP - Outbound LFS

Description	SLT
Pouch delivery failures per SLT Calendar Year	<=3
Pouch deliveries delivered within 48hrs of creation date	100%
Pouch collection failures per SLT Calendar Year	<=3
Pouch collections delivered within 48hrs of creation date	100%
Cash on Hand details failures per SLT Calendar Year	<=3
Cash on Hand details delivered within 48hrs of creation date	100%

2.3.5.5 Data Delivery: Reconciliation
Table 8: Data Delivery: Reconciliation Production of Reconciliation Reports NB000, NB101, NB102

Description	SLT
Delivery by 08:05hrs Day B (providing the LREC is received by Fujitsu Services at 23:59:59hrs Day A) this is irrespective of a DRS failure.	<=2 failures in total per SLT Calendar Year
Delivery by 08:05hrs Day B (providing the LREC is received by Fujitsu Services at 01:59:59hrs Day B). If there is a DRS failure the target is 10.05hrs Day B.	
If the LREC is received by Fujitsu Services between 02.00hrs and 22:00hrs Day B the file will be delivered in line with the target of receipt by 01:59:59hrs Day B but the file will not be enriched with the LREC data until such time as the data is available	
If there is a failure within the Fujitsu Services domain on a system other than DRS or TES which is being utilised in the generation of the reconciliation and settlement reports, delivery of said reports will be by 12.00hrs Day B.	100%
If the system failure is either of the DRS or TES, then said reports will be delivered by 18.00hrs Day B	

Table 9: Data Delivery: Reconciliation Production of CAPO & Santander Files


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Description	SLT
Number of failures of REC File delivered to CAPO daily by 03.00 hrs on Day B	<=2
Number of failures of REC File delivered to Santander daily by 03.00 on hrs Day B	<=2
REC Files will be delivered to CAPO by 16.00 hrs on Day B	100%
REC Files will be delivered to Santander by 18.00hrs on Day B	100%
REC Files are dispatched to CAPO and Santander by 00.10hrs daily	N/A

2.3.5.6 Availability: POLSAP SERVICE
Table 10: Availability: POLSAP

Description	SLT
POLSAP Service availability during each Service Level Measurement Period The % of time POLSAP is available to be logged into by end-users, in comparison to total time during core POLSAP service hours measured over a rolling month. Outages to be measured from time incident logged with Fujitsu Service Desk to successful resolution. This target excludes planned maintenance outage Core POLSAP service hours are 06:00hrs and 22:00hrs Mon to Fri	99.5%
The maximum unplanned outage time allowed on any single occasion where service is unavailable to end-users during core POLSAP service hours measured over a fixed month. Outages to be measured from time incident logged with Fujitsu Service Desk to successful resolution.	> = 10hrs
Completion Time for Overnight Run of the batch schedule as agreed in the POLSAP Hosting Service Joint Working Document (SVM/SDM/OLA/0872)	100% by 07:30

2.3.5.7 Availability: TESQA

- a) Fujitsu Services shall, upon the expiry of each SLT Calendar Year, measure the time that TESQA was unavailable to be logged on to by TESQA Users as a proportion of the total time between 07:00hrs and 22:00hrs on each day of that year, termed "TESQA Unavailability".
- b) Fujitsu Services shall notify Post Office in advance of the overnight start and finish times of such overnight maintenance periods.
- c) Fujitsu Services shall use reasonable commercial endeavours to:
 - Ensure that TESQA is available to be logged on to by TESQA Users under normal operation on a 24 x 7 (outside of 07:00hrs and 22:00hrs) basis other than during periods of daily overnight maintenance; and


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- Ensure that during such overnight maintenance periods TESQA is taken off-line for a total period of no longer than 30 minutes.

NB. For Table 11 below: For HNG-X, banking transactions from HNG-X branches are not forwarded from the Branch Database to the DRS during the day. This means that for transactions that go via the DRS, they will only be counted for SLT purposes at the point they are received within the DRS, rather than when they are received by the Branch Database.

Table 11: Availability: TESQA

Description	SLT
TESQA availability between 07:00hrs and 22:00hrs for SLT Calendar Year	99.75% which = <=13hrs 30minutes downtime
Transaction received in the Data Centre between 07.00hrs and 20.00hrs daily will be available within 15 minutes on the TESQA for the SLT Calendar Year	97%
Transactions received in the Data Centre between 20.00hrs and 22.00hrs daily will be available within 40 minutes on the TESQA for the SLT Calendar Year	97%
Transactions received in the Data Centre between 22.00hrs on Day A and 07.00hrs on Day B daily will be available within 4 hours on the TESQA for the SLT Calendar Year	100%

2.3.5.8 Transaction Times: Basket Settlement Transactions
Table 12: Transaction Times: Basket Settlement Transactions

Description	SLT
Average time for a Basket Settlement	<= 2 Seconds
Maximum time for a Basket Settlement (within the 95 Percentile of average basket size). This figure is reported as a percentage.	<=7 Seconds
The above 2 SLT measures are valid as long as the agreed average basket size stated in the CCD entitled "HNGX Capacity Management and Business Volumes" (PA/PER/033 section 3.2.4 Baskets) is not exceeded.	



2.3.5.9 Transaction Times: POLSAP

Table 13: Transaction Times: POLSAP

Description	SLT
Average time for each SAP transaction The average time for each transaction in an agreed set of transaction types (see section 4.1.4.4 (a)), measured over a fixed month. Time to be measured within the hosting environment and excluding WAN and presentation.	1.5 Seconds

2.3.6 Operational Level Targets

There are no specific operational level targets (OLT) associated with the Data Centre Operations Service. However, OLT's exist and are documented in the operational level agreements referenced in Table 19 of this Data Centre Operations Service, Service Description.

2.3.7 Performance Metrics

2.3.7.1 Data Loaded to POLSAP

Fujitsu Services shall measure the time taken for data to become available for interrogation to POLSAP, measured from the time that the data is available within the Data Centre either from an external source, or when an update to the status of a Transaction is recorded in Transaction data by the Data Centre internally, referred to as the "Data Load Time".

Table 14: Data Loaded to POLSAP

Description	PM
MDM vendors data loaded to POLSAP by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
MDM customers data loaded to POLSAP by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
MDM product data loaded to POLSAP by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
MDM branch data loaded to POLSAP by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%
MoneyGram Data loaded to POLSAP by 07:30 hrs Day B if the data is received by 23:59 hrs on Day A	100%

2.3.7.2 Data Delivery: Outbound CTS File to PODG

Table 15: Data Delivery: Outbound CTS File to PODG

Description	PM
CTS file delivered to PODG by 07:30hrs daily	100%



2.3.7.3 Data Production: Data Files from POLSAP for Post Office Clients

Table 16: Data Production: Data Files from POLSAP for Post Office Clients

Description	PM
Production of Santander file by 23.59hrs on a Friday	100%

2.3.7.4 Query Time: TES QA

- For the purposes of assessing TESQA query time, a properly constrained Transaction query is one of:
 - A PAN and a date / time range of 31 days or less (rolling);
 - A PAN, an amount and a date / time range of 31 days or less (rolling);
 - A PAN, a Banking Functions Transaction and a date / time range of 31 days or less (rolling);
 - A PAN, a Branch, a frequency greater than 1 and a date / time range of 31 days or less (rolling);
 - No PAN, but an amount greater than 4,999.98 and a date range of less than one (1) day; or
 - No PAN, but a frequency greater than four (4) and a date range of less than one (1) day.
- If Fujitsu Services persistently fails to achieve the performance metric as defined in Table 17 below as a result of a lack of capacity or performance of the HNG-X Central Infrastructure, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.
- Fujitsu Services shall report, if required by Post Office, the TESQA query times. This report will show, for different periods during 07:00hrs and 22:00hrs of each day, the query times for each type of query (including for properly constrained Transaction queries, unconstrained Transaction queries, data queries and count only queries).

Table 17: Query Time: TES QA

Description	PM
The query time for properly constrained Transaction queries on the TES QA between 07.00hrs and 18.00hrs	<=20 seconds

2.3.8 Design Targets

There is no design targets associated with the Data Centre Operations Service.

2.4 Service Limits and Volumetrics

Details can be found in the CCD entitled “HNGX Capacity Management and Business Volumes” (PA/PER/033).



2.5 Assets and Licences

2.5.1 Assets

Assets relevant to the Data Centre Operations Service are set out within the Asset Register (see 'Asset Transfer Register' (COM/MGT/REP/0001)).

2.5.2 Licenses

There are no licences associated with the Data Centre Operations Service.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

The Data Centre Operations Service Operational Variable Charge is calculated against the number of Transactions processed at a price per Transaction as defined in Schedule D1 of the Agreement. The price is therefore only variable when the forecast of Transactions per annum changes from the previous year's forecast of Transactions, as defined in the CCD entitled: "HNGX Capacity Management and Business Volumes" (PA/PER/003). Where the forecast of Transactions has changed, Fujitsu Services shall, on six (6) months' notice, inform Post Office of such change.

2.6.3 Additional Operational Variable Charge

There are no additional operational variable charges applicable to the Data Centre Operations Service.

2.7 Dependencies and Interfaces with Other Operational Services

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

2.7.1 The Service Desk

Any changes to the scope of the Data Centre Operations Services may result in changes to the Service Desk Service (see 'Service Desk Service: Service Description' (SVM/SDM/SD/0001)).

2.7.2 The Service Management Service

Any changes to the scope of the Data Centre Operations Services may result in changes to the Service Management Service (see 'Service Management Service: Service Description' (SVM/SDM/SD/0007)).



2.7.3 The Systems Management Service

Any changes to the scope of the Data Centre Operations Services may result in changes to the Systems Management Service (see 'Systems Management Service: Service Description' (SVM/SDM/SD/0006)).

2.7.4 The Central Network Service

Any changes to the scope of the Data Centre Operations Service may result in changes to the Central Network Service (see 'Central Network Service: Service Description' (SVM/SDM/SD/0012)).

2.7.5 The Branch Network Service

Any changes to the scope of the Data Centre Operations Service may result in changes to the Branch Network Service (see 'Branch Network: Service Description' (SVM/SDM/SD/0011)).

2.7.6 The Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Data Centre Operations Service changed this may result in changes to the 'Management Information Service: Service Description' (SVM/SDM/SD/0016)).

2.7.7 The Reference Data Management Service

Any changes to the scope of the Data Centre Operations Service may result in changes to the Reference Data Service (see 'Reference Data Management Service: Service Description' (SVM/SDM/SD/0013)).

If the scope of the Data Centre Operations Service changed, any alternative Service Provider would have to take over this role.

2.7.8 The Operational Business Change (Branch Change) Service

Any changes to the scope of the Data Centre Operations may result in changes to the Service OBC (Branch Change) Service (see 'Operational Business Change (Branch Change) Service: Service Description' (SVM/SDM/SD/0014)).

2.7.9 The Third Line Support Service

Any changes to the scope of the Data Centre Operations Service may result in changes to the Third Line Support Service (see 'Horizon Online 3rd Line Application Support Service: Service Description' (SVM/SDM/SD/0004)).

2.7.10 The Security Management Service

The Data Centre Operations Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. Any changes to the scope of the Data Centre Operations Service may result in changes to the Security Management Service (see 'Security Management Service: Service Description' (SVM/SDM/SD/0017)).



2.7.10.1 Obligations – PCI

As per CCN1332A, to assist Post Office Ltd with their ongoing PCI-DSS compliance Fujitsu Services have an obligation to update the PCI Server Build Document on an annual basis: DES/PPS/HLD/2205 *All Platform Service List*.

2.8 Post Office Dependencies and Responsibilities

Post Office responsibilities are as set out in Schedule A5 of the Agreement.

2.9 Business Continuity

2.9.1 Failover from live to Disaster Recovery Data Centre

2.9.1.1 Failover to the DR Data Centre

Switchover to backup systems within the live Data Centre shall be automated and failover to the DR Data Centre shall be manually configured.

The following sub-services shall be operational from the DR Data Centre within the specified table below of the approval for invoking Data Centre disaster recovery:

Table 18: Failover to the DR Data Centre

Service Description	DR availability target from official notification
<ul style="list-style-type: none"> Network Banking Service (POCA/VocaLink/Santander) Debit Card System; On-line Transaction Processing Service 	Within 2 hours
<ul style="list-style-type: none"> Automated Payments Outpay; (APOP) Bureau Service Web Services Including MoneyGram; Logistics Feeder Service (LFS); Automated Payment Service (APS) Department of Vehicle Licensing Authority – Post Office MOT Enquiry Electronic Top-ups Service Postal Address File (PAF) service Transaction Enquiry Service (TES) Track and Trace PODG Collect & Return Web Service 	Within 2 to 5 hours
<ul style="list-style-type: none"> POLSAP Credence 	Within 48 hours

NB:



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- Priority would be given to any services crucial at the time of DR e.g. DVLA if at the beginning/end of the month. The PAF service, if the failure occurred at the Christmas mailing peak period.
- Due to the single Credence server in the live data centre the failover of Credence cannot be performed in isolation and will require the failover of the entire data centre
- Credence hosted server will be included within DR plans and the annual Data Centre Failover
- Fujitsu will make the Credence failover server available within 30 hours of agreement to invoke DR.

2.9.1.2 Testing

The DR Data Centre has two functions, namely for business continuity/DR purposes on the one hand and for Release testing on the other. Data Centre business continuity and DR testing will not be performed during the hours of 9:00am to 5:30pm Monday to Friday, except in the case of a full Data Centre fail-over test. BC and DR tests will be done at an agreed time with POL out of normal business hours, i.e. evenings and weekends and there may well be charges associated to complete these at these times. Whenever such Data Centre business continuity, DR testing and/or Data Centre fail-over tests take place, the DR Data Centre will not be available for Release testing.

2.9.2 Frequency

Fujitsu Services will carry out minimum of one (1) walkthrough and one (1) operational test per calendar year for the Data Centre, subject to agreeing the actual dates for such tests with Post Office, such agreement not to be unreasonably withheld. Such tests shall be carried out in accordance with the Working Document entitled: "*HNG-X Business Continuity Framework*" (SVM/SDM/SIP/0001).

2.10 Documentation Set Supporting the Service.

In addition to the document set listed at section 0.4 of this Data Centre Operations Service, Service Description, the document set listed in Table 19 below supports the delivery of the Data Centre Operations Service. Should any elements of the Data Centre Operations 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.

Table 19: Documentation

Document Ref	Document Title
CS/OLA/046	Electronic Top Up Operational Level Agreement
CS/OLA/051	HNG-X Operational Level Agreement for the POCA Network Banking Service between Fujitsu Services, Post Office Ltd and HP (JP Morgan)
CS/OLA/055	Operational Level Agreement for TESQA between Fujitsu Service and Post Office Ltd
CS/OLA/057	Operational Level Agreement for Track & Trace
CS/OLA/062	Operational Level Agreement for MoneyGram
SVM/SDM/OLA/0020	Operational Level Agreement for Network Banking between Fujitsu Services, Post Office Ltd and VocaLink for



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	HNGX
SVM/SDM/OLA/0872	POLSAP Hosting Service Working Document (Operational Level Agreement) (<i>This will become a separate service from April 2014, to be documented in SVM/SDM/SD/2191.</i>)



3 Annex A: PODG Client File Re-Send Service

3.1 Summary

- The PODG Client File Re-Send Service allows Post Office to request that files transferred to a Post Office Client from PODG, including AP Client Transaction files, are re-sent to the Post Office Client. The date on which the request is made to Fujitsu by Post Office Limited must be within thirty days of the date on which the file was originally made available by PODG to be transferred to the Client.
- The PODG Client File Re-Send Service is a “Call Off” Service, with an appropriate charge as set out in Schedule D1 of the Agreement and in section 4.5 of this document. The service is invoked by Post Office Limited using the TfS (Trio for Service) process.
- Fujitsu Services staff will be suitably trained to carry out the PODG Client File Re-Send Service.

3.2 Service Definition

3.2.1 Service Components

The PODG Client File Re-Send Service comprises the following components:

- a) Request for file re-send – Post Office responsibility;
- b) File re-send and confirmation to Post Office – Fujitsu Services responsibility; and
- c) Liaison with the Post Office Client – Post Office responsibility.

Each of the above components is described within this Annex A to this ‘*Data Centre Operations Service, Service Description*’. Further lower level detail is provided within the Working Document entitled: “*PODG Client File Re-Send Service – Joint Working Document*” (SVM/SDM/PRO/0007).

3.2.2 Request for file re-send

Post Office shall make the request by TfS, upon completion of a new OBC19 form. When raising the TfS the OBC 19 unique reference will be quoted (see “*PODG Client File Re-Send Service – Joint Working Document*” (SVM/SDM/PRO/0007)) and shall also contact Fujitsu Services by telephone notifying that a request has been made. The TfS call shall state:

- a) The associated OBC 19 unique reference
- b) the Client name;
- c) the name(s) and transfer date of the file(s) required to be re-sent;
- d) whether the file(s) is to be sent to the Client or to the Post Office;
- e) the addressee and location if the file(s) is to be sent on CD-ROM to Post Office; (Only in an extreme DR situation)

3.2.3 File re-send and confirmation to Post Office

- Fujitsu Services will re-send the requested file(s) to the Client over the automated interface between PODG and the Client or if it is advised that the PODG route is ‘not working’ copy the file onto a CD-ROM and despatch this via secure courier, as requested by Post Office (Only in an extreme DR situation).



- Fujitsu Services will advise Post Office when the file “re-sends” to the Client has been achieved or when the CD-ROM has been despatched.

3.2.4 **Liaison with Client**

Post Office shall liaise with the Client and advise the Client when the file has been re-sent, and confirm that the Client has received the file.

3.2.5 **Service Availability**

The PODG Client File Re-Send Service will be available for receipt and processing of service requests between the hours of 09:00 to 17:30 Monday to Friday excluding all Bank Holidays.

3.3 **Service Levels and Targets**

3.3.1 **Operational Service Levels**

Fujitsu Services will use reasonable commercial endeavours to action the Post Office request for a PODG Client File Re-Send within the Working Day on which the request is received. However, the minimum lead-time between receipt of the PODG Client File Re-Send request and the file re-send is four (4) hours.

3.4 **Service Limits**

- The PODG Client File Re-Send Service will be operated on a per Client basis. Therefore each request shall be for either:
 - a) one (1) PODG Route for one (1) Client and up to a maximum of seven (7) files per request; or
 - b) Post Office and for a maximum of one (1) file per request.
- The maximum frequency of PODG Client File Re-Send requests shall be two (2) requests per Working Day but limited to a total of five (5) requests per working week.

3.5 **Charges**

The PODG Client File Re-Send Service Charges are set out in Schedule D1 (Charges) of the Agreement.

Any file resend which is requested that is as a result of a failure in the Fujitsu supplied service will not be subject to a charge



3.6 Post Office Dependencies and Responsibilities

Post Office shall be responsible for the following:

- a) submission of the PODG Client File Re-Send request to Fujitsu Services;
- b) liaison with Client; and
- c) Obtaining all necessary consents, authorisations and notifications from the relevant Data Controllers, to enable personal data to be processed by Fujitsu Services as part of this service, in compliance with the Data Protection Act 1998.

3.7 Documentation Set Supporting the Service

See section 2.10 of this Data Centre Operations Service, Service Description.



4 Annex B: POLSAP Service

4.1 HNG-X

4.1.1 Summary

- Annex B applies to the POLSAP Services.
- Fujitsu Services will provide the following POLSAP Service components which together comprise the POLSAP Services:
 - **POL FS** - POL FS is the accounting system for settling with clients and tracking stock and cash for Post Office Limited.
 - **SAPADS** - SAPADS is the automation of the distribution function within the Cash Handling & Distribution Business Unit.
 - **CMS-SIEBEL** - The CMS sub-system of POLSAP is used to drive the quotation and client management areas of the Business and is critical to their successful operation. It will enable CHD to manage the contracts of its external distribution Customers more effectively and efficiently.
- Fujitsu Services and the Post Office intend to perform the tasks assigned to them and to follow the procedures detailed in the Working Document entitled: "*POLSAP Hosting Service – Joint Working Document (Operational Level Agreement)*" (SVM/SDM/OLA/0872).
- There is no requirement for printing on special stationery so Fujitsu Services will provide no facilities for this.
- There will be no business interfaces with the POLSAP Software other than those described in the document entitled '*POLSAP Technical Interface Specification*' (POLSAP/DES/GEN/SPE/0002)
- The service management of the POLSAP Services will be delivered within the existing service management framework between Fujitsu Services and Post Office as described within section 2.1.4 of this Data Centre Operations Service, Service Description.
- The charges for the POLSAP Services are included in the Charges for the Data Centre Operations Service.
- SAP Software will be run on three systems, hosted within the Data Centre. The three systems are the:
 - a) Development SAP System;
 - b) QA/Test SAP System; and
 - c) Production SAP System.



4.1.2 Service Definition

Fujitsu Services will support POLSAP Users and the development and operation of POLSAP Software by supplying the POLSAP Service detailed below.

4.1.2.1 Platform Hosting

- Fujitsu Services will host the production POLSAP Central Infrastructure within its live Data Centre.
- Fujitsu Services will host the development POLSAP Central Infrastructure and QA/Test POLSAP Central Infrastructure within its DR Data Centre.
- The POLSAP Central Infrastructure within the DR Data Centre (normally hosting the development and QA/Test POLSAP systems) will act as the fail-over system for the production POLSAP Central Infrastructure and will be effective within forty-eight hours of the production POLSAP Central Infrastructure failure.
- There is no fail-over system for the development or QA/Test POLSAP Central Infrastructure.
- Fujitsu Services will extend its standard Data Centre Hardware and operating system maintenance and administration functions to encompass the SAP Central Infrastructure.
- Fujitsu Services will at all times maintain the integrity of data within the POLSAP Central Infrastructure.
- The access control policy set out in the CCD entitled: "Security Management Service, Service Description" (SVM/SDM/SD/0017) will be applicable in relation to the POLSAP Central Infrastructure. In addition:
 - a) Fujitsu Services will take reasonable steps to protect the POLSAP Central Infrastructure from unauthorised external intrusion;
 - b) Access to individual POLSAP Software instances will be restricted to authorised users. User authority will be granted by the party making use of that instance.
 - c) Fujitsu Services will manage and operate the technical interfaces including the initiation of batch data loads, which is controlled by the Fujitsu HNG-X scheduling tool (Tivoli Workload Scheduler).

4.1.2.2 Wide Area Network (WAN)

- The POLSAP WAN provides a network to support:
 - a) File transfer interfaces between POLSAP and Post Office systems hosted by CSC;
 - b) Message-based interfaces between POLSAP and Post Office systems hosted by CSC
 - c) On-line POLSAP Services.
- Fujitsu Services will manage the POLSAP WAN links to the Post Office Northern data centre, through the provision and support of required network circuits, routers, switches, firewalls and other associated Hardware.



4.1.2.3 POLSAP Application Management

- a) Fujitsu Services will:
 - o Manage daily administration and system monitoring functions of the POLSAP Software;
 - o Monitor the performance of the POLSAP Software; and
 - o Undertake performance management of the POLSAP Software on a daily basis.
- b) SAP Production data is backed up using a full database backup each Sunday with cumulative incremental daily backups between Monday and Saturday. For production data, a three week cycle is used for the full backups.

4.1.2.4 Non-Functional Testing and Release Management

- a) Fujitsu Services will perform non-functional testing to ensure that changes planned to the HNG-X Service Infrastructure, POLSAP Software do not adversely impact each other.
- b) Software patches recommended by SAP, Oracle or Solaris will be reviewed quarterly by Fujitsu Services, Post Office and CSC.
- c) Software changes that Fujitsu Services and Post Office (or CSC on behalf of the Post Office) agree to implement will be applied to the development POLSAP Central Infrastructure first, then to the QA/Test POLSAP Central Infrastructure and finally to the production POLSAP Central Infrastructure.
- d) Software changes (applied using the transport mechanism) will be applied in numerical sequence. The allocation of numbers in that sequence to such software changes will be the responsibility of Post Office and Post Office will also be responsible for ensuring that Fujitsu Services is notified of the numbering sequence that is used.
- e) Fujitsu Services will provide transport management, testing and release management facilities for the POLSAP Central Infrastructure.

4.1.2.5 Incident Management

Post Office and Fujitsu Services' joint Incident management processes are detailed within the Working Documents entitled: "POLSAP Hosting Service – Joint Working Document (Operational Level Agreement)" (SVM/SDM/OLA/0872), and "POA Customer Service Incident Management Procedure" (SVM/SDM/PRO/0018).

4.1.2.6 Service Management Reporting and Review

- The Service Management responsibilities will include:
 - a) Monitoring service performance;
 - b) Ensuring management of the resolution of any issues that arise; and
 - c) Representing Fujitsu Services at the POLSAP operational review forum described below.
- The following Services will apply in relation to the SAP System:
 - a) Problem management;
 - b) Business Continuity Services; and
 - c) Capacity Management Services.



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- A joint POLSAP operational review forum will be established between Post Office, CSC and Fujitsu Services, the purpose of which will be to consider:
 - a) The performance of the POL SAP Services and services provided by CSC against the targets set out in the Working Document entitled: "POLSAP Hosting Service – Joint Working Document (Operational Level Agreement)" (SVM/SDM/OLA/0872);
 - b) The impact of any forecast or planned service changes;
and
 - c) The impact of any service improvements.
- Any management information that is agreed and supplied will be documented within the Fujitsu Services SRB as described in the CCD entitled: "Service Management Service, Service Description" (SVM/SDM/SD/0007).

4.1.3 Service Availability

- The POLSAP Production Service will be available to be logged onto by POLSAP Users during the hours of 06:00hrs to 22:00hrs, Monday to Friday, excluding Bank Holidays, or as otherwise agreed between Fujitsu Services and Post Office.
- The period between 22:00hrs and 06:00hrs the following morning will be available to Fujitsu Services for back-up and batch processing functions.
- The Fujitsu Services Duty Manager is available 24 hours a day, 7 days a week.
- The Fujitsu Services Duty Manager will be available as a point of contact for Post Office in the event that a problem requires escalation.

4.1.4 Service Levels and Targets

4.1.4.1 General Principles

The Service Level Targets applicable to the POLSAP Services are set out in sections 0, 2.3.5.2, 2.3.5.4 and 2.3.5.8 of this Data Centre Operations Service, Service Description.

Operational targets apply to specific data loading and data delivery activities. These operational targets are set out in sections 2.3.7.1 and 2.3.7.3

4.1.4.2 POLSAP Availability

- a) Fujitsu Services shall measure the time that POLSAP Software in live operational use (as opposed to in development or testing environments) is available to be logged into by POLSAP Users as a proportion of the total time between 06:00hrs and 22:00hrs on Working Days ("POLSAP Availability").
- b) Measuring time in relation to section 4.1.4.2 (a) between 06:00hrs and 22:00hrs on Working Days only and excluding time required, following a failure, to repair or recover POLSAP Software and/or the underlying database.
- c) If the elements of the POLSAP Central Infrastructure used to support live operational use of POLSAP Software become unavailable and failover occurs pursuant to paragraph 5.2 of Schedule B2 the period of such unavailability shall not be taken into account for the purposes of assessing Fujitsu Services' performance in respect of the SLT set out in section 2.3.5.4 Table 7 of this Data Centre Operations Services, Service Description.
- d) In the event that the SLT set out in section 2.3.5.4 Table 7 of this Data Centre Operations Services, Service Description is not met, Fujitsu Services shall provide Post



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Office with an analysis of the reasons for the failure. Post Office and Fujitsu Services shall agree a reasonable rectification and improvement plan to address the failure.

4.1.4.3 Data Loading

- a) When a new Client interface to the POLSAP Central Infrastructure is introduced by Post Office the design target for "New Client" shall apply to data being loaded from that Client provided that:
 - No volumes in the CCD entitled "*HNGX Capacity Management and Business Volumes*" (PA/PER/033) are exceeded; and
 - No new physical link to the POLSAP Central Infrastructure is required.
- b) The measurement of the design targets in section 4.1.4.3 (a) shall not include any failure to load any data onto POLSAP Software where such failure is caused by the incorrect configuration of the POLSAP Software (including but not limited to missing FAD) provided that such incorrect configuration is a result of configuration activity that is not the responsibility of Fujitsu Services.
- c) If Fujitsu Services persistently fails to achieve the targets described in section 2.3.7.1 Table 14 of this Data Centre Operations Services, Service Description as a result of lack of capacity or performance of the POLSAP Central Infrastructure, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

4.1.4.4 Transaction Performance

- a) For the purposes of this section 5.1.4.4, "SAP System Time" means the time that it takes for the SAP Software elements (excluding network and communication links) of the POLSAP Central Infrastructure to complete any given transaction that a POLSAP User may perform using POLSAP Software.
- b) The Parties shall agree from time to time that a reasonable sample set of transactions types that may be undertaken by POLSAP Users ("Sample Transaction Types") using POLSAP Software and a target maximum SAP System Time in respect of each such transaction type.
- c) Fujitsu Services shall monitor the Sample Transaction Types to determine the average POLSAP System Time for transactions of each Sample Transaction Type in each Service Level Measurement Period.
- d) Fujitsu Services shall use reasonable commercial endeavours within the capacity and performance constraints of the POLSAP Central Infrastructure to ensure that the average SAP System Times for transactions of each Sample Transaction Type as measured in each Service Level Measurement Period do not exceed the applicable target maximum SAP System Times specified herein.
- e) If Fujitsu Services persistently fails to achieve the targets referred to in this section as a result of a lack of capacity or performance of the POLSAP Central Infrastructure, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

4.1.4.5 Data File Production

- Provided that data is available to be extracted from POLSAP Software by the times agreed for the commencement of the jobs to perform the extractions as set out in the CCD entitled "*POLSAP Technical Specifications*" (POLSAP/DES/GEN/SPE/0002), Fujitsu Services shall use reasonable commercial endeavours to produce the data files



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from POLSAP Software as described within section 2.3.7.3 Table 16 of this Data Centre Operations Service, Service Description.

- The measurement of the design targets in section 2.3.7.3 Table 16 shall not include any failure to extract any data from POLSAP Software where such failure is caused either by:
 - a) The incorrect configuration of POLSAP Software (including but not limited to missing FAD) provided that such incorrect configuration is a result of configuration activity that is not the responsibility of Fujitsu Services.
- If Fujitsu Services persistently fails to achieve the targets described in section 2.3.7.3 Table 16 of this Data Centre Operations Service, Service Description as a result of lack of capacity or performance of the POLSAP Central Infrastructure, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

4.1.4.6 Failover

If the elements of the POLSAP Central Infrastructure used to support live operational use of POLSAP Software become unavailable and failover occurs pursuant to section 4.1.6 of this Data Centre Operations Service, Service Description, the period of such unavailability shall not be taken into account for the purposes of assessing Fujitsu Services' performance in respect of the design targets set out in sections 2.3.7.1, 2.3.7.3 and 4.1.4.4 of this Data Centre Operations Service, Service Description.

4.1.4.7 Performance Measures

The performance measures applicable to the POLSAP Services are set out in sections 2.3.7.1 and 2.3.7.3 of this Data Centre Operations Service, Service Description.

4.1.5 Dependencies and Responsibilities

- a) Fujitsu Services will be responsible for:
 - o The configuration of POLSAP Software including the SAP Loading Applications;
 - o Ensuring that the interface between the HNG-X Service Infrastructure and POLSAP Software is capable of successful operation in accordance with the CCD entitled "*Horizon to POL Financial Systems Interface Specification*" (EA/IFS/003);
 - o Making best use of available processing power by initiating the optimal number of parallel load processes;
 - Minimising rework in the event of a system failure, including the employment of techniques that allow data load to restart as close as possible to the point of failure;
 - Ensuring that the status of the bespoke batch processing jobs, are undertaken by or using POLSAP Software are detectable by the management systems within the HNG-X Service Infrastructure;
 - Providing all support and maintenance (second, third and fourth line) for the POLSAP Software and the POLSAP Loading Applications;
 - Providing everything necessary for the POLSAP users, to access the POLSAP Software, beyond that provided by the Services and the HNG-X Service Infrastructure up to the boundary of the CSC Northern Data Centre and excluding components provided to Post Office by CSC;
 - The approving of the changes to POLSAP Software through the authorisation of MSCs, SAP Transports or Change Requests.



b) Post Office shall comply with its obligation set out in Schedule A5 of the Agreement.

4.1.6 Business Continuity

a) In the event that an Incident or a major failure of the Production SAP System causes the Production SAP System (situated in the live Data Centre) to be unavailable:

Fujitsu Services shall notify Post Office of such Incident or failure (in such manner as is practicable in the circumstances) as soon as reasonably practicable and if such notification is not in written form, shall confirm in writing in accordance with the normal practice for Incident management between the Parties;

The QA/Test SAP System (situated in the DR Data Centre) shall be used as the failover system for the Production SAP System; and

The POLSAP Services in respect of the QA/Test SAP System shall be suspended for the duration of such Incident or failure.

b) Fujitsu Services shall ensure that the time taken for failover referred to in section 4.1.6 (measured between notice being given by Fujitsu Services pursuant to section 4.1.6 (a) and the QA/Test SAP System being re-configured for use as the Production SAP System) does not exceed 48 hours. In the event that such failover is required, it shall be permissible for the POLSAP Services to be reduced in terms of number of concurrent users, response times and hours of service.

c) Fujitsu Services is not obliged to provide failover systems for the QA/Test SAP System or the Development SAP System and, in the event that an Incident or a system failure causes either the QA/Test SAP System or the Development SAP System to become unavailable, the POLSAP Services in respect of the QA/Test SAP System and the Development SAP System shall be suspended for the duration of such Incident or failure.

d) In the event that Fujitsu Services gives notice pursuant to section 4.1.6 (a) above, Post Office shall ensure that the QA/Test SAP System is available for failover within two hours of such notice being given.

4.1.7 Documentation Set Supporting the Service

The document set listed at section 0.3 of this Data Centre Operations Service, Service Description, supports the delivery of the POLSAP Service. Should any elements of the POLSAP 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.



5 Annex C: Post Office Data Gateway Service

5.1 Summary

- Annex C applies to the Post Office Data Gateway (PODG) Services.
- Fujitsu Services will provide the following PODG Service components:
 - **PODGe** – The external (Post Office client facing) PODG service. The PODGe service uses JSCAPE managed file transfer software and the RSYNC file copying software. PODGe provides the following services:
 - A network interface to external endpoints (Post Office, Post Office clients and Post Office suppliers) for data file transfers;
 - A web-based file transfer service through which registered users can collect data files from PODG using HTTPS;
 - An e-mail service for e-mailing data files to registered users;
 - An anti-virus checking service;
 - A service to synchronise files with the PODGi server;
 - A data file housekeeping service;
 - A data file logging service;
 - **PODGi** – The internal (Fujitsu Services datacentre facing) PODG service. The PODGi service uses CAMEL open-source integration framework for routing and mediation and the RSYNC file copying software. PODGi provides the following services:
 - A service to audit data files transferred across the Fujitsu Services datacentre external boundary;
 - A service to process files according to the rules defined in the PODG route definition including the transformation of files;
 - A web-based support interface (for use by Fujitsu Services support);
 - A data file compression and decompression service;
 - An anti-virus checking service;
 - A service to synchronise files with the PODGe server;
 - A data file housekeeping service;
 - A data file logging service;
- The PODG service will provide technical interfaces as described in the documents entitled:
 - 'Post Office Data Gateway to <Client> Technical Interface Specification for FTP Connections' (REQ/INF/TIS/1988)
 - 'Post Office Data Gateway to <Client> Technical Interface Specification for FTPS Connections' (REQ/INF/TIS/1991)
 - 'Post Office Data Gateway to <Client> Technical Interface Specification for SFTP Connections' (REQ/INF/TIS/1982)
 - 'Post Office Data Gateway to <Client> Technical Interface Specification for Connect:Direct Connections' (REQ/INF/TIS/1989)



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- The PODG service will transform data in accordance with the AISs listed in the document entitled '*Fujitsu to Post Office PODG Log File Application Interface Specification*' (DES/APP/AIS/1783)
- Fujitsu Services and Post Office Limited will manage the service in accordance with the '*Operational Level Agreement between Fujitsu Services Ltd Post Office Account and Post Office Limited for the Post Office Data Gateway*' (SVM/SDM/OLA/1797)
- The service management of the PODG Service will be delivered within the existing service management framework between Fujitsu Services and Post Office Limited as described in section 6.2.5 of this '*Data Centre Operations Service, Service Description*'
- The charge for the PODG Service is included in the Charges for the Data Centre Operations Service.

5.2 Service Definition

5.2.1 Platform Hosting

- Fujitsu Services will host the PODG Service within its live Data Centre. The PODG service will be located in a separate DMZ.
There is no test/UAT PODG service. UAT proving with Post Office client UAT systems will use the live Data Centre PODG Service.
- The PODG Service within the DR Data Centre (normally hosting the SV&I PODG test systems) will act as the fail-over system for the production PODG Service. The failover availability target is documented in Table 17: Failover to the DR Data Centre.
- Fujitsu Services will extend its standard Data Centre Hardware and operating system maintenance and administration functions to encompass the PODG Service.
- The access control policy set out in the CCD entitled: "*Security Management Service, Service Description*" (SVM/SDM/SD/0017) will be applicable in relation to the PODG Service. In addition:
 - Fujitsu Services will take reasonable steps to protect the PODG Service from unauthorised external intrusion;
 - Fujitsu Services will manage and operate the PODG technical interfaces.
Access to the web-based file transfer service will be from registered network locations.

5.2.2 Network

- Fujitsu Services will supply ISDN and Internet network services to support file transfer interfaces between PODG and external end-points (Post Office, Post Office clients or Post Office suppliers);
The ISDN network service is only available to existing Post Office client that transfer data files between PODG and an external end-points using ISDN;
- Fujitsu Services will manage the Horizon Online ISDN and Internet network services;
- The external network end-point will be supplied and managed by Post Office Limited, the Post Office client or the Post Office service supplier;



5.2.3 File Transfer Services

- Fujitsu Services will supply:
 - FTP
 - FTPS (Explicit)
 - SFTP
 - Connect:Direct and Connect:Direct Secure Plusfile transfer services;
- Fujitsu Services will supply a web-based file transfer service to support the collection of files from PODG by registered external users from a registered network location;
- Fujitsu Services will supply an e-mail service to transfer files to a registered external e-mail address.

5.2.4 Service Management

Fujitsu Services will:

- Manage the daily administration and system monitoring functions of the PODG service;
- Monitor the performance of the PODG service;
- Re-start the PODG service daily to enliven changes to PODG routes and/or PODG credentials;
- Back-up data files that are in-transit or which PODG has retained to meet the operational requirements e.g. the PODG Client File Re-Send Service:
 - Incoming files into PODG are retained for 7 days;
 - Outgoing files from PODG are retained for 37 days;

5.2.5 Incident Management

Any incidents that impact on the PODG service provided to Post Office Limited, its Clients or its suppliers will be reported and managed using the incident management process documented in the *Post Office Account Operations Incident Management Procedure* (SVM/SDM/PRO/0018).

Major Incidents involving the PODG service will be reported and managed using the *Post Office Account Major Incident Procedure* (SVM/SDM/PRO/0001).

Any breaches of security or attempted breaches of security will be reported and managed using the security incident management process documented in *Post Office Account Major Incident Procedure* (SVM/SDM/PRO/0001) and approved by Post Office Limited and Fujitsu Services Post Office Account.

The Fujitsu Services Duty Manager will be available as a point of contact for Post Office in the event that a problem requires escalation.

5.2.6 Service Availability

In normal operation, the PODG service is available 24 hours every day except for the scheduled daily re-start (see below).



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A scheduled re-start of the PODG service will occur once per day to enable new configuration data to be activated.

The scheduled re-start will occur at 18:00. During the re-start the PODG service will be unavailable for approximately 15 minutes.

Data files will be made available for transfer to a destination end-point as defined in the PODG route definition which controls the processing of data files by that PODG route.

A data file transfer invoked from an external end-point may take place at any time that the PODG service is available.

5.2.7 Resilience

The PODG service is configured on two pairs of servers (PODGe and PODGi).

Within a datacentre each server is deployed on a blade in a blade server. The blade server provides resilience to a single blade failure. If a blade on which PODG is running fails then the blade server will automatically restart the PODG instance on a different blade.

To provide resilience against major failures one pair of servers is located in each datacentre. Only one pair of servers is running the live service at any one time.

The data storage used by the PODG service is mirrored between the two data centres. Data is automatically synchronised between the mirror copies.

In the event of a site failover, the IP addresses advertised by PODGe to Post Office clients for incoming connections are unchanged.

5.2.8 Business Continuity

The PODG service is deployed in the Fujitsu data centres.

The PODG service is configured with:

- The primary PODG service in the IRE11 data centre and a standby PODG service in the IRE19 data centre;
- The PODG data storage is synchronised between the IRE11 and IRE19 data centres;
- The Fujitsu Services data centre network infrastructure, including the internet and ISDN network services in both the IRE11 and IRE19 data centres.

In the event of a Major Business Continuity Incident (MBCI) with potential impact on business continuity of the PODG service then the standard Fujitsu Services business continuity plan (*HNG-X Services Business Continuity Plan* (SVM/SDM/PLA/0002)) will be invoked.

If there is a failure in the live (IRE11) datacentre, and Disaster Recovery is invoked, then the PODG service will be operational from the standby datacentre (IRE19) within 5 hours of approval for invoking datacentre disaster recovery being given by Post Office Limited (see also section 2.9 Business Continuity).

5.2.9 Service Levels or Targets

There are no contractual service levels or targets for the PODG service.

Fujitsu Services Post Office Account shall use reasonable commercial endeavours to meet the operational targets documented in the *Operational Level Agreement between Fujitsu Services Post Office Account and Post Office Limited for the Post Office Data Gateway* (SVM/SDM/OLA/1797).



5.1.10 Capacity

The capacity of the PODG service will be managed by the HNG-X Capacity Management Service (see *HNG-X Capacity Management and Business Volumes* (PA/PER/033)).

For Awareness: The original requirements PODG-146/147/148 is REQ/CUS/CDE/1397 state that the Total Files per day will be baselined after migration of EDG routes is complete and then allow 25% for expansion (please refer to PA/PER/033).

To increase the capacity beyond the limits specified above, Post Office Limited shall submit a Change Request to Fujitsu Services Post Office Account.

For any further details regarding the PODG Capacity please refer to PA/PER/033 for the contractual Capacity position in regards to PODG.

5.1.11 Changes

Post Office shall raise changes to existing data transfer services, or introduce new data transfer services, in accordance with the process defined in '*PODG Client Connection Procedure*' (SVM/SDM/PRO/1871). An OBC19 form must be completed and submitted by Post Office Ltd to Fujitsu Services Post Office Account in order to request changes to existing data transfer services, or introduce new data transfer services. Fulfilling the service request submitted via the OBC019 form does not require on site attendance. The service is not directed at specific branches – it is a data centre change with all activities carried out remotely.

The OBC019 form must include precise details of the Post Office Ltd requirements and must provide sufficient detail to allow Fujitsu Services Post Office Account to assess and respond with a charge and delivery schedule. The different request options that can be requested are broken down into categories which are detailed in the appendix to "*PODG client Connection Procedure*" (SVM/SDM/PRO/1871). In general, changes will be under one of the following areas:

- Addition of new routes
- Addition of new end points
- Changes, including removal, to existing routes
- Removal of end points
- One off ad hoc changes
- Consultancy

5.1.12 Charges

The charges applicable to changes (see section 5.2.11) to existing data transfer services, or introduction of new data transfer services will be subject to individual quotations based on information provided on the OBC19 form submitted for the change. The change options that can be requested and the applicable charges are defined in Schedule D1 (Charges) of the Agreement.



6 Annex D: Collect and Return Web Service

6.1 Summary

Post Office Limited wish to extend their 'Local Collect' services such that a facility exists whereby Web Purchasers may select a local Post Office as the delivery address of their parcels. Once the parcel is delivered to a Branch, the Web Purchaser may collect the parcel at their convenience using a suitable method of identification.

This will be done by:

- Introducing two new platform instances in the IRE11 data centres that will run in an active/active cluster configuration,
- Introducing two new platform instances in IRE19 for LST and two new platform instances for SV&I
- Connectivity to the service will be through the existing Huthwaite managed link (provided by Fujitsu)
- Re-use of the Reverse Proxy Service from Bluecoat® that is being introduced by the Channel Integration Service
- Re-use of the Branch Database
- Re-use of the PODG gateway to transfer data to transaction and standing data between the solution components
- Please see the relevant Service Design (DES/SVS/HLD/2143)

6.2 Requirements

6.2.1 Service Level Requirements (warranty)

SECTIONS	COMPONENT	DESCRIPTION	REFERENCE
Shared Service Components	Bluecoat Proxy	Bluecoat is a reverse proxy service that is being deployed for the Channel Integration Service and will be utilised by the C&R	DES/NET/HLD/2084
Infrastructure Components	Collect & Return Web Service Platform	Virtual platform design for C&R	DES/APP/DPR/2067 LLD PPD
	Reverse Proxy Server for Internet	Low Level Design	LLD
Applications Components	GDC Application Design		DES/APP/HLD/2141



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Support Groups (ITIL v3 Functions)	All internal support groups	Service Description
	Data Centre Operations	Hosting and support of the Horizon Online platforms
	Horizon Online 3rd Line Application Support Service	Technical Support Investigation and resolution of software incidents Producing workarounds
	Application Support Service (Fourth Line)	Software fixes for CWS Web Service
	Service Management	Service Management Release Management – packaging and deployment of patches, maintenance and major releases to the CWS platform Capacity Management – of the CWS platform
	System Management Service	Event Management System Monitoring (24x7) Software Distribution
	Central Network Service	- The Local Area Networks (LAN) within the main HNG-X Data Centres - The Intercampus Links between the main HNG-X Data Centres - The Wide Area Network (WAN) for connecting the HNG-X Data Centres to some Post Office Clients (DVLA, Merchant Acquirer, etc) - The Wide Area Network (WAN) for connecting the HNG-X Data Centres to some Fujitsu Services test and support environments - The Local Area Networks (LAN) within some Fujitsu Services test and support environments
	Security Operations Service	Monitors operations and introduces specific protective security controls to maintain the integrity, availability and confidentiality of information used and produced by the various Services



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		Key management	
Processes	List all processes that apply		As per BMS and POA Processes and local procedures.
	Incident Management	Horizon Incident Management process Horizon Major Incident Management process	SVM/SDM/PRO/0018 SVM/SDM/PRO/0001
	Problem Management		SVM/SDM/PRO/0025
	Release Management	Planning and deployment of infrastructure patching and application fixes to the data centre environment	SVM/SDM/PRO/1520
	Availability Management	Monitoring and reporting of C&R availability	
	Capacity Management	C&R throughput to capacity limits. Peak load volumes. Aggregated availability data will be produced at 5 minute intervals. Proactive monitoring of storage capacity on C&R platform	

6.2.2 Service Levels, Key Performance Indicators (warranty)

The Collect & Return Service does not attract any SLA's or Liquidated Damages.

6.2.3 Key Performance Indicators

6.2.4 Measurement Periods

- The performance of the Collect & Return Service during each calendar month shall be measured against the OLT for availability, measured during the service hours
- Where the Collect & Return Service is available but the Royal Mail web service is unable to access the Collect & Return system due to problems arising from components that are not part of the Collect & Return Service these periods of will not be measured against the KPI's for availability or incident resolution. Examples of components that are not part of the Fujitsu managed service but must be available for Royal Mail partners to access the Collect & Return system include
 - The Royal Mail web service
 - The internet
 - Postcode Anywhere
- Where Fujitsu passes an incident for resolution to Royal Mail and Royal Mail does not provide support arrangements that are aligned to the Collect & Return Service (in terms of hours of



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cover) the period of waiting for Royal Mail to commence investigation and resolution activities that falls within the Collect & Return Service hours will not be counted against the KPI's for availability or incident resolution.

- KPI measurements are suspended in the event of a disaster being declared and the disaster recovery process being invoked.
- In the event of a disaster KPI calculations will only be resumed once the Collect & Return Service has been restored to normal operation.
- Where an emergency period of service outage has been agreed in advance with Post Office and Royal Mail and takes place within the supported hours of operation, this period will not count towards the availability KPI calculation.
- The KPI's identified only apply within the hours of 08.00hrs to 18.00hrs Monday to Friday and 08:00hrs to 13:00hrs on Saturday's excluding Bank Holidays.
- Service availability is calculated using complete loss of service periods during the supported hours of operation, ignoring any loss of service which has been pre-agreed with Post Office and Royal Mail for application of an emergency changes and ignoring any period in which a disaster has been declared and the service is not operating from the prime data centre.
- The calculation of resolution times for incidents is based on the supported hours of service. For example a severity 3 incident reported at 15.00hrs on a Wednesday will be regarded as fixed within target time if it is resolved before 15.00hrs on the following business day.