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<b>Fujitsu Services Ltd</b>		CCN NO: 1409	
<b>CHANGE CONTROL NOTE (CCN)</b>			
CCN TITLE: Augmented Support Changes as a result of the Horizon Service Desk Exit		CHANGE ADMINISTRATION USE ONLY. CR NO: N/A  CP NO: 5709/1152	
RELEASE: Release Independent		EXPIRY DATE: 30 <sup>th</sup> June 2014	
CCN RAISED BY: Steven Godson		RAISED DATE: 5 <sup>th</sup> March 2014	
SUBMISSION DATE: 9 <sup>th</sup> June 2014			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE: N/A			
ATTACHMENTS: YES / NO [If yes, Number of]: 1			
FUJITSU SERVICES APPROVAL	DATE	POST OFFICE LTD APPROVAL	DATE
SUMMARY and REASON FOR CHANGE:  As a consequence of the transfer of the Service Desk Service from Fujitsu to Atos, it has been agreed that changes to the HNG-X Agreement relating to the provision of the Services will be necessary and the terms set out in this Change Control Note (CCN) shall apply to amend the HNG-X Agreement from the date of signature of this CCN1409.  This CCN sets out the changes necessary to remove the references to the Service Desk Service from the HNG-X Agreement and to detail the changes necessary to the remainder of the Services to enable the continued provision of the remainder of the Services under the Agreement. Such changes include the formation of the MAC (Major Account Controller) team, the scope of which is detailed in Attachment 1 to this CCN. This CCN also details the necessary adjustments to the Charges within the Agreement to reflect the changes that are being made to the Services as a result of the termination of the Service Desk Service..  Due to the Expiry Date of the Service Desk Service being changed to the 2 <sup>nd</sup> July 2014 from the 2 <sup>nd</sup> June 2014 and the transfer of responsibilities and employees to the Next Supplier taking place on the 16 <sup>th</sup> June if Fujitsu Services fail to provide the Services in accordance with the Service Levels as a direct result of this transfer of responsibilities Fujitsu Services shall continue to provide the Services to the extent it is able in accordance with the Service Levels but may apply for relief as set out in Clause 39 of the Agreement. For the avoidance of doubt, the Fujitsu Employees shall transfer to the Next Supplier on the 16 <sup>th</sup> June 2014 in accordance with the TUPE Regulations, and the back-up solution which may be required to be provided by Fujitsu for the period between 17 <sup>th</sup> June and 2 <sup>nd</sup> July 2014 shall not affect this transfer.  Any defined terms set out in this CCN shall have the meaning set out in the Agreement.			
DETAILS OF CHANGE:			

CCN1409

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Version: V2.0  
Date: 03-JUN-2013  
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This CCN provides for:

- 1) The termination of the Service Desk Service with effect from 23:00 on the 2<sup>nd</sup> July 2014;
- 2) The amendment of references to the Service Desk Service from the Agreement;
- 3) The removal of the Charges associated to the Service Desk Service;
- 4) The remedial changes necessary to the remainder of the Services to enable the continued and uninterrupted provision of such Services;

The remaining Services require some adjustment to enable them to continue to function when the Service Desk Service ceases to be provided by Fujitsu.

The main amendment necessary in this area is the introduction of the new MAC Team (as defined below) to be provided as part of the Service Management Service.

- 5) The necessary adjustments to the Charges defined in the Agreement to enable such changes to be effected;

The changes to the Charges in Schedule D1 as detailed in this CCN1409 are reflective of the elements of the currently provided Service Desk Service which will transfer to the other Services and of the increased workload required as a result of the termination of the Service Desk Service.

With regards to the Charges for the Service Management Service, the increase in Charges for the years ending March 2016 and March 2017 will be lower than those for year ending 31<sup>st</sup> March 2015 due to the expiry or termination of the Engineering Service. In the event that the Engineering Service is extended beyond 31<sup>st</sup> March 2015 the Service Management Service Charge shall be increased by £29,648.70 per month and such shall be detailed in the associated CCN to extend the Engineering Service.

- 6) The calculation and detail of the Termination Charges payable by Post Office;

This has been calculated in accordance with the formula detailed in Schedule E clause 6.2 of the Agreement whereby the calculation is made up of a calculation of costs in accordance with clause 6.2.1 and Lost profits in accordance with clause 6.2.2. In the case of this exit there has not been the inclusion of any charges relating to Migration Costs as detailed in clause 6.2.3 as these have been charged separately under CTs where appropriate.

- 7) Service Volumetric Limits.

The termination of the Service Desk Services means that there are anticipated increases to the volume of Incidents. CCN1400 agreed the Expected Engineering Volumes relating to the number of Engineering Service Visits to Branch, however, it did not include the treatment of potential impacts on other Services. It is agreed by the parties that, in the event of increases in the volume of activity or other Service impacts which affect Fujitsu's ability to perform the Services and which are attributable to the termination of the Service Desk Service, this shall be managed in accordance with the HNG-X Agreement and in particular, Clause 39..

**PROPOSED REVISION TO WORDING OF THE AGREEMENT** *(including Schedule reference):***Removal of References**

In order to effect the termination of the Service Desk Service the references to the Service Desk Service throughout the Agreement are to be removed in accordance with the detail below.

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Additions to clauses are shown underlined, and deletions are shown with a ~~strike through~~.

Schedule 1 - Definitions

Insert a new definition of "Expired Services" as follows

<u>"Expired Services"</u>	<u>means services which were previously provided by Fujitsu to the Post Office but which have been terminated or have expired: the Service Desk Service;</u>
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Amend the definition of "Help Desk or Helpdesk or Horizon System Help Desk" as follows:

"Help Desk or Helpdesk or Horizon System Help Desk "	<u>means Service Desk provided by Fujitsu until the 2<sup>nd</sup> July 2014</u>
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Insert a new definition of "MAC Team" as follows

<u>"MAC Team or Major Account Controllers"</u>	<u>means the team which forms a part of the Service Management Service, performing activities in support of the other Operational Services as a subset of the functions previously performed by the Service Desk Service as described in the CCD entitled "Service Management Service: Service Description (SVM/SDM/SD/0007)</u>
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Amend the definition of "Service Desk" as follows:

"Service Desk"	<u>means, save as expressly provided otherwise, the initial point of call for Users in need of support relating to the Services . <del>Until the 16<sup>th</sup> June 2014 the Service Desk shall be provided by Fujitsu in accordance with the Service Desk Service Description and after this date it shall be provided to Post Office by the Next Supplier and Fujitsu Services shall interact/interface with the Next Supplier Service Desk in accordance with operating processes agreed with the Next Supplier. Post Office may request that Fujitsu provide a fall back Service Desk until the 2<sup>nd</sup> July 2014</del></u>
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Amend the definition of "Service Desk Day" as follows:

	<u>means, for the Fujitsu provided Service Desk</u>
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"Service Desk Day"	up to the 2 <sup>nd</sup> July 2014: 08:00 - 18:30 Monday to Saturday inclusive, other than Christmas Day;
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Amend the definition of “Service Desk Service” as follows:

"Service Desk Service"	means the Service referred to in row 1 of Table A of Schedule B3.1 <u>until the 2<sup>nd</sup> July 2014, thereafter the Service Desk Service shall be replaced by a service to be provided by the Next Supplier</u>
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Amend the definition of “Service Desk Voicemail Service” as follows:

"Service Desk Voicemail Service"	means the facility provided by Fujitsu Services <u>up until the 2<sup>nd</sup> July 2014</u> for recording telephone calls to the Service Desk outside of the Service Desk Day and ring back on the following Service Desk Day as further described in the CCD entitled "Service Desk: Service Description" (SVM/SDM/SD/001);
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Schedule B3.1 - HNG-X Services and Transitional Support Services

Amend the following row from the table contained at clause 2.1 Table A: Operational Services in line with the following:

1	Service Desk Service	Horizon Systems Helpdesk: Service Description (CS/SER/002 )	Trigger Point T2 (Service Desk Change).	Service Desk: Service Description (SVM/SDM/SD /0001)	The provision of first and second line support to Post Office Branches and other designated groups through the provision of a support desk	<del>Expiring Service</del>  <u>Expired Service- this Service ceased to be provided by Fujitsu as of the 2<sup>nd</sup> July 2014, with the transfer of responsibilities for the Service Desk transferring to the Next Supplier on the 16<sup>th</sup> June 2014.</u>
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					function.	
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Amend the following row from the table contained at clause 4.1 of Schedule B3.1 as follows:

26	SVM/SDM/SD/0001 (Expired as of 2 <sup>nd</sup> July 2014)	Service Desk: Service Description
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## Schedule B3.2 - Business Capabilities and Support Facilities

Amend clause 3.2.1.2(b) as follows:

“for situations where the sole User (e.g. Branch Manager in a single Counter Position Branch) has forgotten their password, provide the facility to reset the User password. This shall be triggered via the Service Desk and enabled via the Service Desk Service Management Service. The User shall then be able to reset their User password.”

Amend clause 3.2.1.5 as follows:

“Call logging, which shall enable a User via a Branch terminal to record details of an Incident and for these details to be provided as a Service Desk call to the Service Desk provided by Fujitsu up until the 2<sup>nd</sup> July 2014. The system shall provide a unique call reference to the Incident. For the avoidance of doubt this shall not be provided to the Service Desk provided by the Next Supplier”.

Schedule E - Termination and the Exit Plan

Amend the table contained in Annex 1 as follows:

Service Desk Service	Terminable as an individual Service (Terminated as of 2 <sup>nd</sup> July 2014)	October 2006	Impacts on Engineering Service SLTs and on process and toolset interfaces to the Systems Management Service, Branch Network Service, Data Centre Operations Service, Central Network Service, Third Line Software Support Service and Service Management Service
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**Schedule D1****VARIATION OF OPERATIONAL UNIT CHARGES AND OPERATIONAL FIXED CHARGES**

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Insert into the "Notes" column of the Service Desk Service for charges related to Fixed Charges, Unit Charge per Counter Position, and Service Management Element, the following note "These Charges cease to be chargeable for year 2014/15 from the 3<sup>rd</sup> July 2014".

Add to the Service Management Service Fixed Charges the amount of £51,733.83 per month for the year ending 31<sup>st</sup> March 2015. Applicable from 3<sup>rd</sup> July 2014.

Add to the Service Management Service Fixed Charges the amount of £22,085.13 per month for the years ending 31<sup>st</sup> March 2016 and 31<sup>st</sup> March 2017. Applicable from 1<sup>st</sup> April 2015.

Remove from the Management Information Service Fixed Charges the amount of £442.09 per month for the years ending 31<sup>st</sup> March 2015, 31<sup>st</sup> March 2016 and 31<sup>st</sup> March 2017. Applicable from 3<sup>rd</sup> July 2014.

Remove from the Security Management Service Fixed Charges the amount of £683.08 per month for the years ending 31<sup>st</sup> March 2015, 31<sup>st</sup> March 2016 and 31<sup>st</sup> March 2017. Applicable from 3<sup>rd</sup> July 2014.

**Annex E**

Add the following entries to the table

Number of CCN.	Row Changed in Annex B (Description)	Value (£) of Change	Effective Date of Change
CCN1409	Service Desk Service	£16,896.80 (plus associated Variable Charges)	3 <sup>rd</sup> July 2014
CCN1409	Service Management Service	<b>£51, 733.83</b>	3 <sup>rd</sup> July 2014 - 31 <sup>st</sup> March 2015
CCN1409	Service Management Service	<b>£22,085.13</b>	1 <sup>st</sup> April 2015
CCN1409	Management Information Service	<b>£442.09</b>	3 <sup>rd</sup> July 2014
CCN1409	Security Management Service	<b>£683.08</b>	3 <sup>rd</sup> July 2014

COMMERCIAL TERMS or CHARGES APPLICABLE IN RESPECT OF THIS CCN (if any):

In accordance with Schedule E clause 6.2 the Termination Charge applicable to the Termination of the Service Desk is **££63,451.74** (based on the below elements):

**Cost**

The elements relating to costs have been covered in the relevant CTs and therefore there is no



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additional value to be paid as a result of this CCN1409.

**Lost Profits:**

The following table details the calculation of the Lost Profits by showing the difference in Charges over the period of which the Service Desk Service would have continued to be delivered if it were not terminated.

The "Calculation" column shows the monthly charges multiplied by the 9 month period for which the Service Desk Service would have continued to be delivered by Fujitsu.

Service	Calculation	Change
Service Desk Service Fixed Monthly Charge	-£16,896.8 x 9	-£152,071.20
Service Desk Service Variable Charges	-£104,213.8 x 9	-£937,924.20
Service Management Service	£51,733.83 x 9	£465,604.47
Management Information Service	-£442.09 x 9	-£3978.81
Security Operations Service	£-683.08 x 9	-£6147.72
<b>Total</b>		<b>-£634,517.46</b>
<b>Lost Profit</b>		<b>£63,451.74</b>

This has been calculated in accordance with the formula detailed in Schedule E clause 6.2 whereby the calculation is made up of a calculation of costs in accordance with clause 6.2.1 and Lost profits in accordance with clause 6.2.2. In the case of this exit there has not been the inclusion of any charges relating to Migration Costs as detailed in clause 6.2.3 as these have been charged separately under CTs where appropriate.

NEW CCDs and/or CRDs: N/A

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Reference	Title	Approved Version & Date	
AMENDED CCDs and/or CRDs:			
Reference	Title	Previous Version & Date	Target Date for Next approved version
SVM/SDM/SD/0001	Service Desk Service	5.0 / 29-APR-2013	To be withdrawn
SVM/SDM/SD/0002	Engineering Service	6.0 / 29-OCT-2013	7.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0003	Data Centre Operations Service	5.0 / 04-FEB-2014	6.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0004	Horizon Online 3rd Line Application Support Service	5.0 / 24-MAY-2013	6.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0005	Application Support Service (Fourth Line)	5.0 / 13-SEP-2013	6.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0006	Systems Management Service	3.0 / 17-OCT-2013	4.0 / 1 <sup>st</sup> August 2014

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SVM/SDM/SD/0007	Service Management Service	4.0 / 21-NOV-2013	5.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0011	Branch Network Service	4.0 / 22-MAR-2010	5.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0012	Central Network Service	3.0 / 21-JAN-2010	4.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0013	Reference Data Management Service	3.0 / 12-AUG-2013	4.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0014	Operational Business Change (Branch Change) Service	7.0 / 06-JAN-2014	8.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0015	Reconciliation Service	4.0 / 03-DEC-2013	5.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0016	Management Information Service	5.0 / 08-NOV-2013	6.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0017	Security Management Service	4.0 / 04-DEC-2013	5.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0018	Message Broadcast Service	3.0 / 28-MAR-2013	4.0 / 1 <sup>st</sup> August 2014
SVM/SDM/SD/0019	Communications Management Team	3.0 / 01-AUG-2013	4.0 / 1 <sup>st</sup> August 2014
COM/CUS/SPE/0001	Post Office contract Controlled and Contract Referenced Document List	1.0/	
Changes to the CCDs necessitated as a consequence of the activities described in this CCN1409 above shall take place as a separate activity and shall be introduced via a further CCN, including the required updates to COM/CUS/SPE/0001 in relation to the withdrawal of SVM/SDM/SD001.			
Policies and Standards: N/A			
P.O. Ltd Responsibilities:			
Post Office to procure that the Next Supplier and Post Office Service Integrator adheres to the provision of the required data sets when raising Incidents with Fujitsu (it is agreed that Fujitsu shall collaborate reasonably with Post Office Service Integrator (as the Next Supplier) and in accordance with the approved version of the OLA).			
Post Office to procure that any changes to the Incident Management toolset interface shall be managed via Change Control.			
Other: N/A			