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List of changes

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V002	02 December 2013	Deliverable development	V Coghlan
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V009	10 March 2014	Including POL Operations Committees	V Coghlan
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V011-12	18 March 2014	Update with review comments with POL and internal Atos teams	Sairam KSB, V Coghlan.
V013	18 March 2014	Update with review comments with POL and internal Atos teams	Sairam KSB,
V014	19 March 2014	Update with review comments from POL sign off request	V Coghlan
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V016	21 March 2014	Updates from Peter Stanley	V Coghlan
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V018	26 March 2014	Dave Hulbert & Atos Senior Management Review	KSB Sairam
V019	27 March 2014	Updates post Atos review; Paul Bleasby	V Coghlan
V020	31 March 2014	Input from Dave Hulbert and Steve Beddow updated to include IT Supplier Day , IT Services and Commercial Board added	Sairam K.S.B. & V Coghlan
V1.0	1 April 2014	Document baselined	V Coghlan



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1 About this document

1.1 Purpose

As part of the SISD 4.0 Governance and Assurance Service, the purpose of the Terms of Reference is to provide an end to end view of the purpose, objectives, inputs, outputs and escalations to and from each Committee within the SISD Governance Model.

This document should be read in conjunction with the:

- SISD Governance Model Framework
- SISD Governance Calendar
- All other supporting documentation for the SISD Governance Model

1.2 Applicability

This document applies to the Atos SISD 4.0 Governance and Assurance Service to be complied with by the following organisations as part of the SISD service:

- Post Office – management, staff
- SISD – service delivery, project and programmes and management
- Towers / Supply Chain Members (SCMs) – supplied services

1.3 Owner

The SISD Governance & Assurance Service is responsible for the SISD Governance service.

The SISD Governance & Assurance Service Lead owns this document and is accountable for the SISD Governance service.

The SISD Service Delivery Director is the senior management accountable for the SISD Service.

1.4 References

Document Name	Owner
POL-17713-SVC013 SISD Governance Framework	Atos
POL-17713-SVC015 SISD Governance Calendar	Atos
POL-17713-SVC016 SISD Governance Metrics	Atos
POL-17713-SVC017 SISD Governance RACI Matrix	Atos
POL-17713-SVC018 SISD Governance Reporting Templates	Atos
POL-17713-SVC019 SISD Governance Repository	Atos



POL-17713-SVC020 SISD Governance Balanced Scorecard	Atos
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1.5 Glossary

Term	Definition
CAB	Change Advisory Board
CM	Contract Manager
CM	Capacity Management
CM	Change Manager
CRM	Customer Relationship Management
CSIP	Continuous Service Improvement Plans
IM	Incident Manager
ISAG	Post Office Information Security and Assurance Group
ITSC (M)	IT Service Continuity (Manager/Management)
KPI	Key Performance Indicator
MI	Major Incident
MIEG	Major Incident Escalation Group
MIM	Major Incident Manager
MIR	Major Incident Review
OLA	Operational Level Agreement
OWA	Operational Working Agreement (similar to OLA but for external rather than internal resolution teams)
PMO	Project Management Office
PPM	Project & Programme Management
QSR	Quality, Security and Risk Assurance department
RCA	Root Cause Analysis
RFC	Request for Change
SCM	Supply Chain Member
SDM	Service Delivery Manager
SI	Service Integrator
SIA	Service Impact Analysis
SIP	Service Improvement Plan
SISD	Service Integrator and Service Desk
SL	Service Level
SLA	Service Level Agreement
SLM	Service Level Management
SLO	Service Level Objectives
SMC	Service Management Centre



2 Introduction

This document details the individual terms of reference for each of the meetings / committees / forums formally set up as part of the Service Integrator and Service Desk (SISD). They have been categorised into the following levels (for detailed definition please see the SISD Governance Model Framework document **POL-17713-SVC013**):

- Strategic
- Management
- Operational

The following structure of meetings / committees / forums has been developed from the contract schedule 8.1 (Governance) and input from the Post Office IT Governance and Controls Lead, alongside the working leads nominated by Post Office for each meeting / committee / forum.

Level	Committee / Forum / Meeting
Strategic	S1 - CIO Steering Committee
Strategic	S2 - Enterprise Architecture Committee
Strategic	S3 - Executive Relationship Forum (Part 1 & Part 2)
Strategic	S4 - IT Supplier Day
Management	M1 - CIO Management Committee
Management	M2 - IT Change Portfolio Committee
Management	M3 - Architecture Review Committee
Management	M4 - IT Supplier & Service Committee
Management	M5 - Information Security Management Forum (POL)
Management	M6 - Information Security Management Forum (SCM)
Management	M7 - Governance Review Committee
Management	M8 - Innovation Forum
Management	M9 - Information Assurance Management Forum
Management	M10 - Business Relationship Management Forum
Management	M11 - IT Service Commercial Committee
Operational	PO1 - ITIL Performance & Service Review Committee
Operational	PO2 - IT Change Operational Governance Committee
Operational	PO3 - IT Relationship Meeting

All Atos Operational Governance committees / forums / meetings will be defined by the individual services within the SISD Programme.



3 SISD Governance Model

The following diagram depicts the meetings / forums /committees at each level of the Governance Model and highlights the escalation flows for operational and strategic matters.

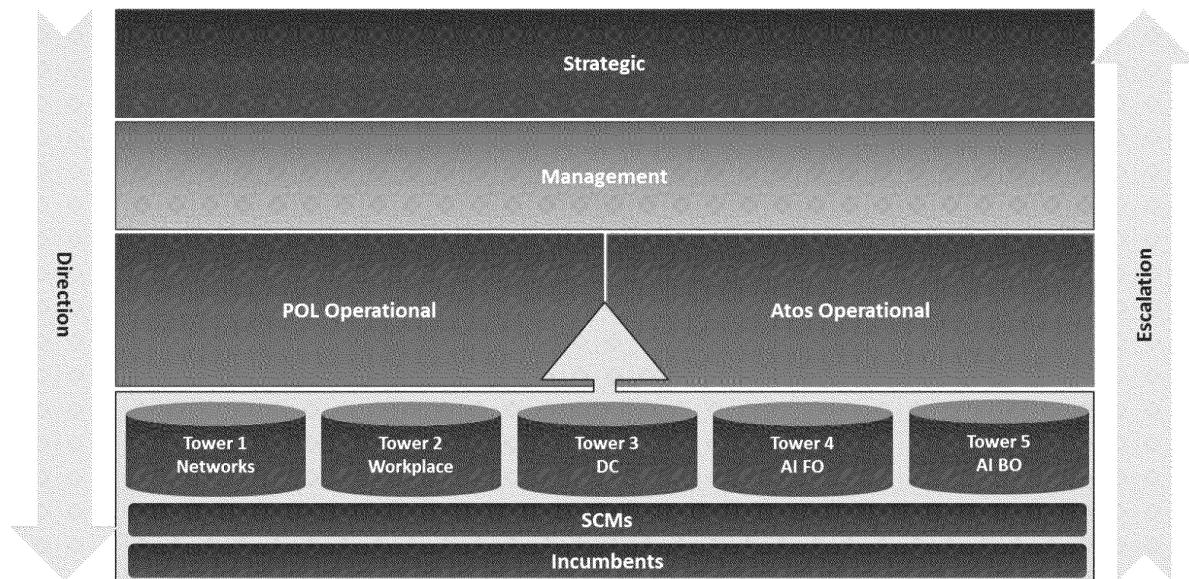


Figure 1 - SISD Governance Model



3.1 Strategic and Management Committees

The diagram below in Figure 2 depicts the Governance structure at a Strategic, Management and Post Office owned Operational level.

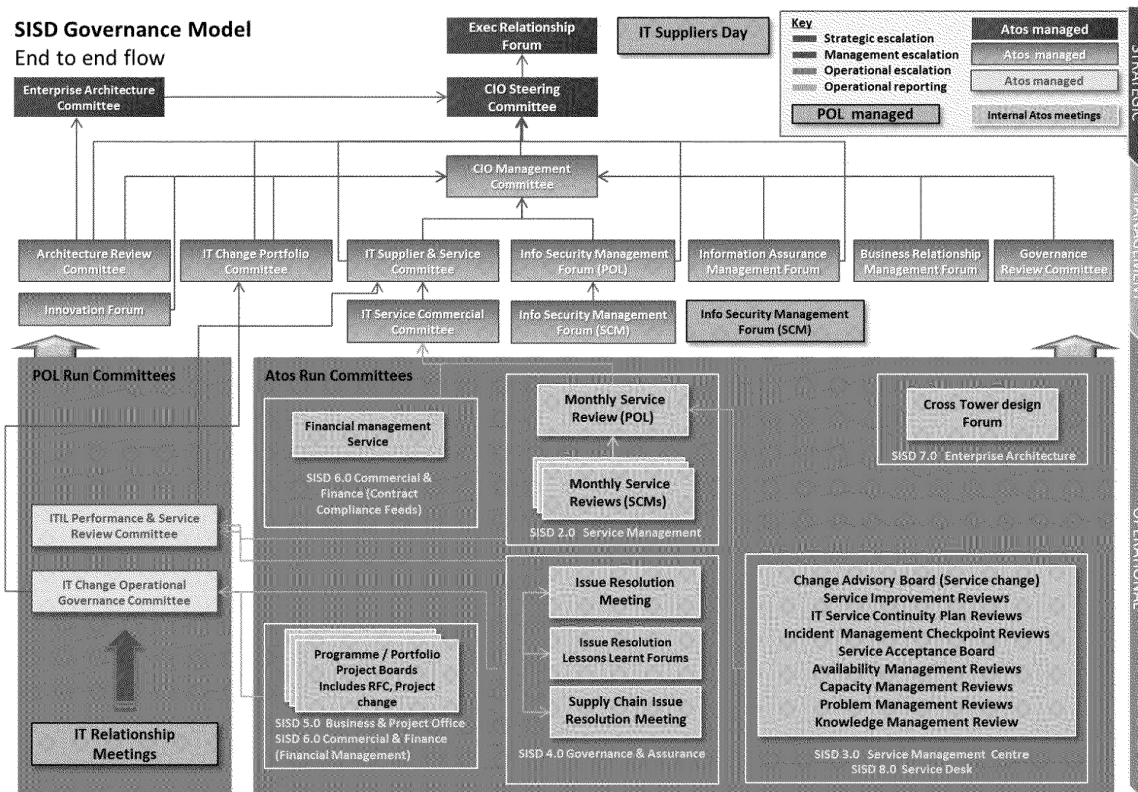


Figure 2 – End to end SISD Governance flow

Operational Governance Layer is owned and defined by the SISD Tier 2 services. POL and the Managing Agent can change Operational Layer in line with Contract Schedule 8.1, paragraph 1.5 and the POL and Atos Operational Boards are included here for illustrative purposes only.



4 Terms of Reference

4.1 Strategic & Management Committees/Forums

S1 – CIO Steering Committee		Strategic		
Purpose of the Forum / Committee / Meeting:				
Sets direction and ensure delivery of strategic goals. Owns overall performance/effectiveness of IT Supply Chain for POL.				
Sponsor:				
<ul style="list-style-type: none">CIO, POL				
Chair Person:				
<ul style="list-style-type: none">CIO, POL				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">CTO, POLHead of IT Services, POLHead of Programme Delivery, POL (Interim role)Head of Information Security and Assurance Group (ISAG), POLHead of Managed Services, POLIT Governance & Controls Lead, POLService Delivery Director, AtosClient Executive, AtosProgramme Director, AtosCommercial Director, Atos				
If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.				
Optional Attendees:				
<ul style="list-style-type: none">Head of Procurement, POL (As required)HR Partner, POL (As required)Tower Executives (As required)Strategy Manager, POL (As required)SPMO Lead, POL (to attend 6 monthly meetings)Chief Architect, Atos (As required)BRM Lead, POL (As required)Communications Manager, Atos (As required)				
Objectives:		Frequency	Decision Type	Other
1	Understands PO Business Strategy Understand the PO IT Strategy (Technology, Managed Services, Information Security & IT Services Change & Run)	a) 6 Monthly b) - f) 6 Monthly	Immediate Decision / For information	
2	Reporting current status and measuring progress against strategic goals: a) Information Security	Quarterly	Immediate Decision / For information	



	b) Managed Services c) IT Services (change & run) d) Technology & Enterprise Architecture			
3	Re-visit and confirm strategic goals and priorities for the directorate with the following considerations: a) Financial b) Operating Model Strategy - People - Process - Technology c) Contract Strategy d) Supplier Strategy	6 monthly	Immediate Decision / For information	
Frequency of Meeting:				
<ul style="list-style-type: none"> Quarterly 				
Duration				
<ul style="list-style-type: none"> 1/2 Day 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) Business strategy and roadmap summary b) IT Strategy and roadmap summary c) Technology strategy and roadmap summary d) Managed Service strategy and roadmap summary e) Information Security strategy and roadmap summary f) IT Service Change & Run strategy and roadmap summary Reports to explain any potential high level impacts on Financials, Operating model, Supplier Strategy.	PPT	a) SPMO Lead, POL & BRM Lead, POL b) - f) IT Lead Team Members, POL (x4)	a) 6 Monthly b) - f) 6 Monthly
2	All Lead Team members to include the following in their updates: a) IT Scorecard/Performance update - Status - Risks & issues - Progress vs. IT Lead Team Members plan b) Progress vs. plan (IT Operating Plan) c) Priority setting across each area d) Customer Heat Map	PPT	a) IT Lead Team Members, POL (x4) b) IT Governance & Controls Lead c) IT Lead Team Members, POL (x4) d) BRM Lead, POL	Quarterly



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3	6 monthly input covering: a) Finances - current position and forecast against strategic plan b) Operating Model Strategy (as required); current view and changes to strategy, people update c) Contract Strategy - key change and impact summaries (as required) d) Supplier Strategy - key change and impact summaries (as required)	PPT	a) IT Governance and Controls, POL b) IT Lead Team Member, POL c) Head of IT Services, POL; Head of Procurement, POL d) Head of IT Services, POL; Head of Procurement, POL	6 monthly
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Action log	Communication , Actions and Decisions	Communication, Actions and Decisions	
2	Decisions / Actions to be taken	Communication , Actions and Decisions	Communication, Actions and Decisions	
3	Decisions & Actions	Communication , Actions and Decisions	Communication, Actions and Decisions	
Escalation to:				
<ul style="list-style-type: none">Exec Relationship Forum				
Escalation from:				
<ul style="list-style-type: none">CIO Management Committee (Management and Strategic escalations) and all other Management Committees (for Strategic escalations only)				
Logistics:				
148 Old Street, London EC1V 9HQ				



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S2 - Enterprise Architecture Committee		Strategic		
Purpose of the Forum / Committee / Meeting:				
<ul style="list-style-type: none">Strategic IT enabled business objectives and benefits are realised through implementation of the architecture roadmap, and all roadmap deliverables can be traced back to a business outcome.Emerging technology opportunities are assessed for incorporation into architecture roadmaps where they present cost savings or improved efficiencies.The architecture roadmap is implemented at project and programme level by providing direction to the Architecture Review Committee.Reviews and approves / rejects key architecture decisions on an exceptions basis, as required by POL or if escalated from the Architecture Review Committee.Set direction and approves POL technology standards and policies (including in relation to information management and security).Informs and recommends approval of contractual/sourcing approach for new/existing technology.Agree/define POL business unit specific technology strategies (via business relationship management).Review and ensure that technology innovation ideas are raised and progressed by other Boards or Operational Boards, or other appropriate forums.Review Solution Building Blocks that have been defined by the Architecture Review Committee.				
Sponsor:				
<ul style="list-style-type: none">CTO, POL				
Chair Person:				
<ul style="list-style-type: none">CTO, POL				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">IT Architecture & Strategy Lead, POLISAG Technical Assurance Manager, POLSenior Security Architect, POLBRM Lead, POLService Design Authority, POLSecurity Architect, AtosChief Architect, Atos <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
<ul style="list-style-type: none">Tower Technology Officers & Architects (As required), SCM				
Objectives:		Frequency	Decision Type	Other
1	Setting priorities for IT investment and providing expert professional advice to the business to inform the business and IT strategies.	Monthly	Immediate decision / for information	
2	Agrees the Architectural and Information Strategy, Policies, Principles, Standards and Patterns.	Monthly	Immediate decision / for information	



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3	Approval of an architecture investment roadmap for future target states, that enables delivery of the POL business strategy.	Monthly	Immediate decision / for information	
4	Ensuring alignment between the architecture roadmap and POL's business strategy through engagement with business relationship managers and drawing upon retained domain expertise in the EA members and within Technical Security Team.	Monthly	Immediate decision / for information	
5	Endorses / rejects principles and approves dispensations or recommendations when escalated from the ARC.	Monthly	Immediate decision / for information	
6	Oversight of the 'current state' enterprise architecture to ensure completeness and integrity of the model.	Monthly	Immediate decision / for information	
7	Review of non compliance and architectural risks	Quarterly	Immediate decision / for information	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly (maturing to quarterly after 12 months) 				
Duration				
<ul style="list-style-type: none"> 2 hours 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) Business strategy b) Input from innovation forum c) Supplier roadmap, strategies & plans	a) Word / PPT b) Word / PPT c) Word / PPT	EA Function, POL	Monthly
2	Unapproved policies, principles, standards and strategies	Word / PPT	EA Function, POL	Monthly
3	Approved Technology / Architecture Strategy, Roadmaps	Word / PPT	EA Function, POL	Monthly
4	a) POL Business, Technology Strategy b) High level Technology updates from major Programmes underway c) Contract/Supplier Strategy/Roadmaps/Plans	Word / PPT	EA Function, POL	Monthly
5	Escalations and reports from the ARC	Word / PPT	ARC	Monthly
6	Foundation architecture for approval	Word / PPT	EA Function, POL	Monthly
7	Review of non compliance and architectural risks	Word/PPT	EA Function POL	Quarterly
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Approved technology / architecture roadmap/secure design and integration plan	Approval / rejection	Escalation to CIO Steering Committee Escalation from: <ul style="list-style-type: none"> Architecture Review Committee; IT Change Portfolio 	



			Committee; or Other Committees, Operational Committees or forums, as directed by POL.
2	Approved Information Management and Security, Strategy, Roadmaps, Policies and Principles	Approval / rejection	Escalation to CIO Steering Committee Escalation from: · Architecture Review Committee; · IT Change Portfolio Committee; or Other Committees, Operational Committees or forums, as directed by POL.
3	Approved architecture investments	Approval / rejection	Escalation to CIO Steering Committee Escalation from: · Architecture Review Committee; · IT Change Portfolio Committee; or Other Committees, Operational Committees or forums, as directed by POL.
4	a) IT Architecture key decisions and dispensations b) Approved Technology / Architecture Strategy, c) Roadmaps, Policies and Principles	Approval / rejection	Escalation to CIO Steering Committee Escalation from: · Architecture Review Committee; · IT Change Portfolio Committee; or Other Committees, Operational Committees or forums, as directed by POL.
5	Decisions and dispensations Decisions log	Decisions / actions	Escalation to CIO Steering Committee Escalation from: · Architecture Review Committee; · IT Change Portfolio Committee; or Other Committees, Operational Committees or forums, as directed by POL.
6	Foundation architecture approved / rejected	Approval / rejection	Escalation to CIO Steering Committee Escalation from: · Architecture Review Committee; · IT Change Portfolio Committee; or Other Committees, Operational Committees or forums, as directed by POL.
7	Architecture non-compliance and risks	Accept / Track/ Escalate	Escalation to CIO Steering Committee Escalation from: · Architecture Review



			Committee; · IT Change Portfolio Committee; or Other Committees, Operational Committees or forums, as directed by POL
Escalation to:			
<ul style="list-style-type: none">CIO Steering Committee			
Escalation from:			
<ul style="list-style-type: none">Architecture Review Committee;IT Change Portfolio Committee; orOther Committees, Operational Committees or forums, as directed by POL.			
Logistics:			
148 Old Street, London EC1V 9HQ			



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S3 - Executive Relationship Forum		Strategic	
Purpose of the Forum / Committee / Meeting:			
To own the overall strategic relationship with ATOS and to review ATOS relationship with the Supply Chain			
Sponsor:			
<ul style="list-style-type: none"> CIO, POL 			
Chair Person:			
<ul style="list-style-type: none"> CIO, POL 			
Representation:			
Mandatory Attendees:			
<ul style="list-style-type: none"> Atos Board Sponsor Client Executive, Atos Head of IT Services, POL <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>			
Optional Attendees:			
<ul style="list-style-type: none"> Others (optional as proposed by Atos Client Exec and POL CIO) 			
Objectives:	Frequency	Decision Type	Other
1 Review overall relationship between POL and ATOS and ATOS and Supply Chain members. Agree actions to ensure continued success.	6 monthly	Decision, information, action	
2 To resolve any escalated conflicts of interest, issues and risks	6 monthly	Decision, information, action	
3 Share and respond to changes to both Business and IT priorities and strategies.	6 monthly	Decision, information, action	
4 Discuss/agree opportunities outside of existing contractual structure (e.g. JV's, joint bids).	6 monthly	Decision, information, action	
5 Governance of the Annual Service Review process. (Annual Objective)	Annually	For information	
Frequency of Meeting:			
<ul style="list-style-type: none"> Quarterly 			
Duration			
<ul style="list-style-type: none"> 2 hours 			
Inputs: (as required)	Input Format	Input Source	Input Frequency



Atos

1	Report on overall relationship and high level Scorecards	PPT/Spreadsheet	IT Supplier and Services Committee IT Change Portfolio Committee	6 monthly – Part 1
2	Issues raised /identified	PPT/Spreadsheet	IT Supplier and Services Committee	6 monthly – Part 1
3	PO Business priority and strategy changes	Word	Strategy Manager, POL	6 monthly – Part 1&2
4	Innovation Committee Enterprise Architecture Committee Business Strategy High level roadmap, and summary of architectural investment and justifications - PPT / Excel - EAC.	PPT / Excel	Lead Architect, POL	6 monthly – Part 1
5	Updates on actions from annual reviews and previous meetings	PDF	Senior Service Manager, Atos	Annually – Part 1
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Actions and decision to ensure that the strategic plans of the business are being met and communicated to the IT organisation and the Supply Chain to ensure continued service alignment.	Actions and decisions	IT Supplier and Services Committee Attendees IT Change Portfolio Committee	
2	Actions and Decisions	Actions and decisions	IT Supplier and Services Committee	
3	Actions and Decisions	Actions and decisions	Attendees	
4	Actions and Decisions	Actions and decisions	Attendees	
5	Actions and Decisions	Actions and decisions	Attendees IT Supplier and Service Committee	
Escalation to:				
<ul style="list-style-type: none">• POL ExCo team;• CEO, SCMs;• CEO, Atos				
Escalation from:				
<ul style="list-style-type: none">• CIO Steering Committee• IT Supplier Day				
Logistics:				
148 Old Street, London EC1V 9HQ				



S4 – IT Supplier Day		Strategic	
Purpose of the Forum / Committee / Meeting:			
POL presentation of both IT Change and IT Services Strategy to all existing SCMs to share upcoming initiatives and relevant updates from across the Business.			
Sponsor:			
<ul style="list-style-type: none"> • CIO, POL 			
Chair Person:			
<ul style="list-style-type: none"> • CIO, POL 			
Representation:			
Mandatory Attendees:			
<ul style="list-style-type: none"> • Head of IT Services, POL • Supply Chain Member Tower Executive, All SCMs • Framework Executives, All SCMs • Incumbents Executives, All SCMs • Service Manager(s), All SCMs • Client Executive, Atos • Service Delivery Director, Atos • Senior Service Manager, Atos • Tower Executives • BRM Lead, POL • Communications Manager, Atos • Head of ISAG, POL • Programme Director, Atos <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>			
Optional Attendees:			
<ul style="list-style-type: none"> • CTO, POL 			
Objectives:	Frequency	Decision Type	Other
1 Strategic presentation of IT Services (Run and Change) (POL)	6 monthly - to be presented on the day	For information	
2 Strategic presentation of POL initiatives from across the Business (optional)	6 monthly - to be presented on the day	For information	
3 Strategic presentation of existing POL Programmes (as required)	6 monthly - to be presented on the day	For information	
4 SISD Programme update from Managing Agent	6 monthly - to be presented on the day	For information	
Frequency of Meeting:			
<ul style="list-style-type: none"> • 6 monthly 			
Duration			
<ul style="list-style-type: none"> • 2 hours 			



Atos

Inputs: (as required)					Input Format	Input Source	Input Frequency
1	Presentation of IT Strategy and presentation of IT Service Strategy		PPT	CTO, POL Head of IT Services, POL	6 monthly - to be presented on the day - Part 2		
2	ExCo level Business Strategy presentation (optional)		PPT	ExCo member	6 monthly - to be presented on the day - Part 2		
3	Programme updates (as required)		PPT	IT Change Lead, POL Head of IT Services, POL	6 monthly - to be presented on the day - Part 2		
4	Atos input – as required by Atos		PDF	SISD Senior Management Team	6 monthly - to be presented on the day Part 2		
Outcomes/Outputs			Output Type	Recipient of the Output			
1	Question & answers to be documented.		Slides and Q&A to be communicated.	Escalations from IT Supplier & Service Committee; CIO Steering Committee. Escalations to SCM CEOs, Atos Client Executive.			
2	Question & answers to be documented.		Slides and Q&A to be communicated.	Escalations from IT Supplier & Service Committee; CIO Steering Committee. Escalations to SCM CEOs, Atos Client Executive.			
3	Question & answers to be documented.		Slides and Q&A to be communicated.	Escalations from IT Supplier & Service Committee; CIO Steering Committee. Escalations to SCM CEOs, Atos Client Executive.			
4	Question & answers to be documented.		Slides and Q&A to be communicated.	Escalations from IT Supplier & Service Committee; CIO Steering Committee. Escalations to SCM CEOs, Atos Client Executive.			
Escalation to:							
<ul style="list-style-type: none">None identified							
Escalation from:							
<ul style="list-style-type: none">None identified							
Logistics:							
148 Old Street, London EC1V 9HQ							



M1 - CIO Management Committee		Management		
Purpose of the Forum / Committee / Meeting:				
To govern the operational running of the CIO directorate. Actions/resolves hot spots and make priority decisions.				
Sponsor:				
<ul style="list-style-type: none">CIO, POL				
Chair Person:				
<ul style="list-style-type: none">CIO, POL				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">CTO, POLHead of Information Security and Assurance Group (ISAG), POLHead of Managed Services, POLHead of IT Services, POLIT Delivery Director, POL (Interim Role)IT Governance and Controls Lead, POLProgramme Director, AtosService Delivery Director, Atos <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
<ul style="list-style-type: none">Chief Architect, Atos (as required) to discuss Innovations Forum Output				
Objectives:		Frequency	Decision Type	Other
1	Monthly on a rolling basis or as required the following topics will be covered against delivery of POL IT function's management objectives: a) Architecture/Technology b) Info Sec – IT Status, risk, incidents and escalations c) Run and Change IT Service update d) Managed Services e) Audit, Risk, Compliance and QA f) Communications g) Innovation Forums Output h) Governance Review Output	Monthly except Innovations Forums output (quarterly) Information Assurance Security Forum (every two months) Governance Review Forum (quarterly)	For information / Further action / steer required	
2	Monthly approval of Policies, processes and standards improvement initiatives that impact across the Directorate	Monthly/As required	Approvals	



3	Resolve and action (as appropriate) material topics or issues and set operational priorities.	As required	Immediate decision/ further action/steer required	
4	SISD Programme Level Issue Resolution Level 4 Escalation – Change & BAU/RUN Issues.	Monthly/as required	Immediate decision/ further action/steer required	
Frequency of Meeting:				
<ul style="list-style-type: none"> Fortnightly 				
Duration:				
<ul style="list-style-type: none"> 2 hours 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) IT Roadmap, escalations and key decisions from Architecture Review Committee, b) ISMF consolidated report (POL) c) Outputs from IT Change Portfolio Committee and IT Supplier & Service Committee d) Overall status report from POL Managed Service e) Summary level output from Information Assurance Management Forum including Audit, Risk, Compliance and QA f) Summary level output from BRM forum g) Innovation Forums Outputs h) Summary level output from quarterly Governance Review Committee	Slides Reports	a) Chief Architect, Atos b) ISAG Senior Compliance Manager, POL c) Lead IT Supplier Manager, POL d) Head of Managed Service, POL e) IT Governance & Controls Lead, POL f) LT Owner – Head of IT Services g) Chief Architect, Atos h) IT Governance & Controls lead, POL	Monthly except Innovations Forums output (quarterly) Information Assurance Security Forum (every two months) Governance Review Forum (quarterly)
2	Proposals to change Policies, Processes and standards that impact across the Directorate	Word	Owners	Monthly/ As required
3	Risks/ Issues / Escalations for resolution/ information Initial impact assessment	Slides / report	LT Escalation from Operational Committees	As required
4	Escalation from Issue Management Level 4: Escalated SISD Programme Level issues - "Change/Project" & "BAU/RUN" issues (SSID 4.0 Governance & Assurance)	Excel Report	SISD 4.0 Governance & Assurance	Monthly/as required
Outcomes/Outputs		Output Type	Recipient of the Output	



1	a) Actions, decisions b) Actions, decisions c) Actions, decisions, communications, escalations to the IT Steering Group or Executive Forum d) Actions, decisions e) Actions, decisions and escalations f) Actions, decisions and updated communications plan g) Actions, Decisions h) Actions, decisions	Decisions, action, communication	a) LT, Enterprise Architecture, BRMs b) LT, Risk and Compliance c) LT, Delivery Managers, Escalation Committees, Supplier Managers, IT Change Lead (in line with the Action Log – do not send it to everyone) d) LT e) LT, Internal Audit, Risk and Compliance (inline the Action Logs for escalations) f) LT, Wider IT if appropriate g) LT, Wider IT, Business if appropriate h) LT, Wider IT if appropriate
2	Communications and communications plan for CIO stakeholders.	Approvals	Owners
3	Escalation to IT&C Steering Committee on material or exceptional issues. Actions Correction plans	As supplied	CIO Steering Committee (Exec Relationship Forum) Operational Committees for response to escalation
4	Monthly/as required	Resolution or Agree to kick off the Dispute Resolution Process	All impacted stakeholders, including Originators, Owners, relevant SISD Partners and CIO Steering Committee and others (as necessary).
Escalation to:			
<ul style="list-style-type: none"> CIO Steering Committee 			
Escalation from:			
<ul style="list-style-type: none"> Atos & POL Management / Operational Committees 			
Logistics:			
148 Old Street, London EC1V 9HQ			



Atos

M2 - IT Change Portfolio Committee				Management
Purpose of the Forum / Committee / Meeting:				
Ensure future pipeline and current change plans are delivered successfully to time, cost and quality.				
Sponsor:				
<ul style="list-style-type: none"> Head of IT Services, POL 				
Chair Person:				
<ul style="list-style-type: none"> Lead IT Supplier Manager, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> IT Delivery Director, POL (Interim Role) BRM Lead, POL IT Change Lead, POL SPMO, POL SDA, POL IT Governance and Controls Lead, POL ISAG Senior Compliance Manager, POL Programme Director, Atos Service Delivery Director, Atos ISAG Senior Technical Manager, POL <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
<ul style="list-style-type: none"> CTO, POL (As required) Business Delivery Leads, POL Business Portfolio Managers, POL Change Originators IT Separation Delivery Lead, POL (Interim Role) TPOM Delivery Lead, POL (Interim Role) Transition Delivery Lead, POL (Interim Role) Chief Architect, Atos (As required) Programme Managers Atos (As required) Portfolio and Project Management, Atos (As required) 				
Objectives:		Frequency	Decision Type	Other
1	a) IT Change Control to a project baseline (Plan, Business case, New requirement/scope) that impacts across the portfolio for approval b) SISD Programme Level Issue Resolution Level 3 Escalation - Change Issues.	a) Monthly b) Monthly/as required	Approvals/Rejection	
2	Ensure IT project portfolio and IT deliverables (for Business Projects) are delivered successfully to time, cost and quality.	Monthly	Immediate decision/ Information/ action/ steer	



Atos

	Ensure IT benefits are realised. Compliant with POL policies.			
3	Understand and manage demand for IT change. Resolve or escalate prioritisation decisions.	Monthly	Information and action	
4	a) Commission IT and Information Security health checks and Deep Dives across the IT Portfolio review outputs and agree action plans where needed. b) All IT Security Health Checks and Deep Dives to be commissioned by ISAG and Reviewed by ISAG - Risk Acceptance Notices to be undertaken by Projects with advice from ISAG. c) Other IT related deep dives and reviews (not ISAG related) e.g. Change.	Monthly	Information and action	
5	Escalation point for HR resource issues (both ATOS and POL)	Monthly	Further action / immediate decision	
6	Manage and improve Change Management policies, processes and standards for POL's and ATOS IT function.	Monthly	Decision, information, action	
7	POL RAB (Release Authorisation Committee) Approvals from Operational Meetings	Ad hoc	Decision, information, action	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly 				
Duration				
<ul style="list-style-type: none"> 2 hours 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) i) Change, Summary of the Impact Assessment, Recommendation. ii) Escalation to Management b) Escalation from Issue Management Level 2: Escalated SISD Programme Level issues - "Change/Project" issues (SISD 4.0 Governance & Assurance)	a) & b) Word b) Excel Report	a) Managing Agent, Towers, SCMs b) SISD 4.0 Governance & Assurance	a) Monthly b) Monthly/as required



2	a) Consolidated IT Sponsored Project status report b) Benefit realisation plans for IT sponsored change c) IT Status reporting for Business Sponsored change d) Financial Reporting (Monthly)	Report templates	IT Change Lead Sourced from Atos Business & Project Office	Monthly
3	Demand and change plan	Spreadsheet	IT Change Lead, POL Sourced from Atos Business & Project Office	Monthly
4	a) Status from IT Change Lead b) Healthcheck summaries c) Deep Dive summaries	a. Verbal update of key projects Atos to define format b. POL to advise c. POL to advise	a) IT Change Lead, POL b) IT Governance and Controls Lead, POL c) IT Governance and Controls Lead, POL Sourced from Atos Business & Project Office.	Monthly
5	Raised/ escalated project resourcing issues	Spreadsheet	IT Change Lead, POL (Atos to provide input)	Monthly
6	Proposals to change Policies, Processes and standards that impact across the Directorate	PowerPoint summary with an additional input on word / spreadsheets.	IT Governance and Controls Lead, POL	Monthly
7	Escalations from the POL RAB meetings	Word/Communication	POL RAB	Ad hoc
Outcomes/Outputs		Output Type	Recipient of the Output	
1	a) Approvals/Rejection b) Monthly/as required	a) Approvals/Rejection b) Resolution or Level 4 Escalation to CIO Management Committee	Change Originators b) All impacted stakeholders, including Originators, Owners, relevant SISD Partners and others (as necessary).	
2	Actions and resolutions to appropriate project/programme Committee.	Decisions / actions	a) ATOS Project Managers b) IT Management Meeting c) Attendees d) Project/Programme Committees	
3	Update the Demand Plan and agree the prioritisation	Decision / actions	BRMs Attendees	
4	a) Authority to initiate a health check/ Deep Dive b) & c) Corrective actions	Decision / actions	Governance and Controls IT Change Lead	
5	Escalation to CIO Steering Committee or Management meeting on material or exceptional issues. Actions to resolve	Decision / actions	CIO Steering Committee Management Meeting IT Change Lead, POL	
6	Agree communications.	Decision / actions	IT Governance and Control Lead will be advised and communicate the changes to the POL user	



			community.
7	Decision/Direction (e.g. delay the Release, or go ahead with mitigating actions)	Directive	POL RAB
Escalation to:			
<ul style="list-style-type: none"> • CIO Management Committee • CIO Steering Committee 			
Escalation from:			
<ul style="list-style-type: none"> • POL IT Change Operational Governance Committee & Atos Operational Boards • Project and Programme Committees (IT and Business) 			
Logistics:			
148 Old Street, London EC1V 9HQ			



M3 - Architecture Review Committee		Management		
Purpose of the Forum / Committee / Meeting:				
Approve solution designs (HLD, LLD etc.) in line with POL strategic architecture principles, To minimise the complexity and total cost of IT ownership within the Enterprise, whilst ensuring quality of service is maintained. To minimise or avoid POL exposure to technological obsolescence. Manage risks and impacts on the architectural estate through proper assurance of proposed solutions To minimise the risk of cyber security breaches.				
Sponsor:				
<ul style="list-style-type: none">CTO, POL				
Chair Person:				
<ul style="list-style-type: none">Chief Architect, Atos				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">IT Architecture & Strategy Lead, POLSecurity Architect, AtosPortfolio Managers, SCMsProject Architects, SISD and SCMsSDA, POL <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
<ul style="list-style-type: none">Enterprise Architects, POL (as needed)Security Architects, POL (as needed)Project and Portfolio Security Leads (as needed)Project Managers, Supply Chain (as needed)Tower Technology Officers, Supply Chain (as needed)Other attendees as required for a specific agenda item				
Objectives:		Frequency	Decision Type	Other
1	Provide assurance of project solutions in line with architecture strategies, technical security principles and technology roadmap during various stages of the project lifecycle to assure that technology change aligns to POL's roadmap and strategy.	As per project lifecycle / periodically	Review of solution design in context of strategy & roadmap	
2	Verify compliance of solutions with the strategic architecture, foundation architecture and provide dispensations and to escalate dispensation decisions to Enterprise Architecture Committee where required.	As per project lifecycle / periodically	Issue compliance for solutions against strategic architecture, issue dispensations or escalate dispensation request	



3	Define and maintain a compliance checklist against which architecture review certificates will be issued.	Quarterly, and as required.	Review compliance check list and publish	
4	Define and publish a set of solution building blocks that can be used by project architects to inform solution design.	As required	Immediate decision	
5	Ensuring that architectural artefacts are published on the repository and a decision log is maintained.	Fortnightly	Decision logged	
6	Resolving ambiguities, issues, or conflicts that have been escalated from other committees such as change advisory board or project / programme boards.	Fortnightly	Issue compliance for solutions against strategic architecture, issue dispensations or escalate dispensation request	
7	To monitor progress being made against POL's technology roadmap, and identify technical consequences of delay.	Quarterly, unless deviation by exception	Issue updated roadmap progress and report delays	
Frequency of Meeting:				
<ul style="list-style-type: none"> Fortnightly (maturing to monthly after 6 months) 				
Duration:				
<ul style="list-style-type: none"> 2 hours 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) Project Design Documents (e.g. HLD / LLD / SAD) b) PO Business Strategy c) IT Strategy d) Architecture Roadmap	PPT / Word	a) Project Architect b) EA function, POL c) As above d) As above	As per project lifecycle / periodically
2	Dispensation application a) Project Design Documents (e.g. HLD / LLD / SAD) b) PO Business Strategy c) IT Strategy d) Architecture Roadmap	PPT / Word	a) Project Architect b) EA function, POL c) As above d) As above	As per project lifecycle / periodically
3	Updated compliance checklist	Word	Architecture Community, SI	Quarterly, and as required.
4	Approved solution designs	Word / PTT	Chief Architect, Atos	As required
5	a) Verbal contribution b) Decision log	Word	All attendees	Fortnightly
6	a) Risk Log b) Issues Log c) Any other input from other Committees	Excel	Project Committees	Fortnightly



Atos

7	a) Architecture Roadmap b) Demand/Pipeline for Business and Technology activities	PPT / Word / Excel	EAC - EA function	Quarterly, unless deviation by exception
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Approved / rejected solution design Decisions / Minutes	Decision	Escalation to EAC if high profile / high impact. Outputs fed back to originators and attendees.	
2	a) Approved / rejected solution design b) Dispensation note c) Decisions / Minutes	Decision	Escalation to EAC if high profile / high impact. Outputs fed back to originators and attendees.	
3	Updated compliance checklist	Decisions / Actions	Escalation to EAC if high profile / high impact. Outputs fed back to originators and attendees.	
4	Approval Minutes	No further action	Notifications to EAC. Outputs fed back to originators and attendees.	
5	Minutes	Actions	All attendees - EAC	
6	a) Decisions / Actions b) Approval / Rejection c) Dispensation	Decisions / Actions	Escalation to EAC if high profile / high impact. Outputs fed back to originators and attendees.	
7	Report / template / memo	Decisions / Actions	Escalations to Enterprise Architecture Committee. Reporting to Enterprise Architecture Committee on material or exceptional issues.	
Escalation to:				
<ul style="list-style-type: none">• CIO Management Committee;• CIO Steering Committee;• Enterprise Architecture Committee				
Escalation from:				
<ul style="list-style-type: none">• Innovations Committee• Other POL and Atos Operational Committees				
Logistics:				
148 Old Street, London EC1V 9HQ				



Atos

M4 - IT Supplier & Service Committee				Management
Purpose of the Forum / Committee / Meeting:				
Manage IT Service effectiveness from Service Integrator and SCMs & service improvement & performance. <ul style="list-style-type: none"> • Own the overall effectiveness of the IT Service • Review and drive improvement in services and performance 				
Sponsor:				
<ul style="list-style-type: none"> • Head of IT Services, POL 				
Chair Person:				
<ul style="list-style-type: none"> • Lead IT Supplier Manager, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> • IT Supplier Manager (x2) , POL • Contracts Manager, POL • IT Governance and Controls, POL • ISA Senior Compliance Manager, POL • BRM Lead, POL • Service Delivery Director, Atos • Service Managers, Atos • Chief Architect, Atos 				
<i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i>				
Optional Attendees:				
<ul style="list-style-type: none"> • Tower Operations Management • Towers (SIAM model - as required) 				
Objectives:		Frequency	Decision Type	Other
1	a) Review effectiveness of the IT operation - governance - services performance - services scorecard and policies b) SIDS Programme Level Issue Resolution Level 3 Escalation - RUN/BAU Issues.	a) Monthly b) Monthly/as required	Further action / for information	
2	Control and approve new services and major changes to existing services e.g. Release Plan and Service Transfer Plans.	Monthly	Immediate decision / further steer required	
3	Establishes and manage SLAs, Contractual Breaches to invoke penalties or incentive payment.	Monthly	Immediate decision / further steer required	
4	Agrees updates to the IT service catalogue for introduction to the service operation.	Monthly - dependent on activity.	Immediate decision: Approval / Rejection	
5	Manage Commercial/contractual aspects of IT Suppliers (new and existing).	Monthly	Immediate decision:	



	Reviewing and approving key commercial decisions that come up from IT Services Commercial Committee (POL Operational Board)		Approval / Rejection	
6	Manage top-level service risks and issues.	Monthly report fed into meeting based on consolidated customer feedback	Immediate decision: Approval / Rejection	
7	Develop and implement and agree overall service improvement roadmap/plan.	Monthly	Immediate decision: Approval / Rejection	
8	Review and ratify major investments in existing services. - consolidated service numbers - consolidated project costs	Monthly	Further action / for information	
9	Resolve conflicts of interest between the eco-system	Ad hoc	Further action / for information	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly 				
Duration				
<ul style="list-style-type: none"> 1 day 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) Supplier performance review (Operational Scorecard Summary with key KPIs – consolidated service performance exceptions and resolution plans b) Escalation from Issue Management Level 2: Escalated SIDS Programme Level issues - RUN/BAU issues (SIDS 4.0 Governance & Assurance)	a) Spreadsheet b) Spreadsheet	a) Atos Service Management b) SIDS 4.0 Governance & Assurance	a) Monthly b) Monthly/as required
2	Release plan and service transfer plans Service Acceptance plans Release Plan	Visio	Atos (Service Management) to provide for approval	Monthly
3	The detailed performance booklet of all the Incumbent SCM's SLAs/Scorecards (IT Service etc.)	Excel	Atos (Service Management) to provide for approval	Monthly
4	Notification of Service introduction and Exit of Warranty period, including any which are outside of tolerance	Word	Atos (Service Management)	Monthly - dependent on activity.
5	Contractual issues for resolution	Summary from previous contracts meeting. - Word	POL Contract Manager, POL (Consolidated Contract Committees) and IT Services Commercial Committee	Monthly



Atos

			(POL Operational Board)	
6	Customer feedback	Report	BRM Lead, POL - to supply report for meeting	Monthly report fed into meeting based on consolidated customer feedback
7	Service improvement plan	Excel - Service Now toolset	Input from ITIL Performance & Review Committee	Monthly
8	Overall Commercial performance Report including investment (on a service basis and not Projects)	Excel or Word	Atos Service & Commercial Management	Monthly
9	a) Escalations from relationship meetings b) Escalations from Atos to take back to Supplier	Ad-hoc report	Lead IT Supplier manager from the IT Relationship meetings with SCMs and Atos.	Ad hoc
Outcomes/Outputs		Output Type	Recipient of the Output	
1	a) Minutes - Agree Communications - Agree actions - Agree approval / rejections b) Issue Resolution or Further Escalations to Level 4 (CIO Management Committee)	Minutes to be communicated including actions & decisions.	a) Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor. b) All impacted stakeholders, including Originators, Owners, relevant SISD Partners and others (as necessary).	
2	Approval / rejection	Minutes to be communicated including actions & decisions.	Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.	



Atos

3	Approval / rejection	Minutes to be communicated including actions & decisions.	Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.
4	Approval / rejection	Minutes to be communicated including actions & decisions.	Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.
5	Approval / rejection	Minutes to be communicated including actions & decisions.	Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.
6	Responses & Actions	Minutes to be communicated including actions & decisions.	BRM, Suppliers and Customers
7	Approval / rejection	Minutes to be communicated including actions & decisions.	ITIL Performance & Review Committee Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.
8	Approval / rejection	Minutes to be communicated including actions & decisions.	Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering



Atos

			Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.
9	Agree Action plan to resolve escalation	Minutes to be communicated including actions & decisions.	Recipient of outputs - Suppliers (as required) / Atos / POL Escalations to CIO Steering Committee Reporting to CIO Steering Committee Decisions flowed down to appropriate SI Operational Boards by the Contractor.
Escalation to:			
<ul style="list-style-type: none"> • CIO Management Committee • CIO Steering Committee 			
Escalation from:			
<ul style="list-style-type: none"> • POL & Atos Operations Committees and others • SISD 4.0 Governance & Assurance • IT Services Commercial Committee 			
Logistics:			
148 Old Street, London EC1V 9HQ			



Atos

M5 - Information Security Management Forum (POL)		Management		
Purpose of the Forum / Committee / Meeting:				
To review operational interactions and risk management governance processes between the Information Security and Service Management teams in POL & SI.				
Note: This is a consolidation of all of the ISMF (SCM) meetings held, since the last ISMF (POL) meeting.				
Sponsor:				
<ul style="list-style-type: none">ISAG Senior Compliance Manager, POL				
Chair Person:				
<ul style="list-style-type: none">ISAG Senior Compliance Manager, POL				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">ISAG Senior Technical Assurance Manager, POLSecurity Operations Manager, AtosRisk Manager, AtosSISD Quality Manager, Atos				
If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.				
Optional Attendees:				
<ul style="list-style-type: none">Security Operations, SCMRisk and Audit and Compliance, SCM (as required)ISA Senior Data Protection Manager, POL				
Objectives:		Frequency	Decision Type	Other
1	Security and Operational Reports Review 1. Consolidated review of the SCM Security and Operational Reports 2. Review of the Managing Agent Security and Operational Reports 3. Consolidated review of SCM & SI performance against POL security requirements 4. Review of Compliance, testing and audit schedules for prior and preceding quarters.	Based on ISMF frequency Operations Report must be produced and distributed at least one week prior. Submission of contributions to the actions or other material at least 10 days in advance of the forum to allow for collation and distribution.	Immediate decisions / for information / further actions	
2	Risk Review 1. Review of any relevant changes to either parties risk positions 2. Review changes to privileged or generic users and approval thereof 3. Semi-annual review of all risks for both parties	As above Risk Register / Log - semi-annually / 6 monthly.	Immediate decisions / for information / further actions	



3	Incidents 1. Review / monitor of incidents and issues that occur including escalations from SCM 2. Review responses & lessons learnt 3. Ensure Security Incident Management process is Operational 4. Information breach notification report (Information Sharing perspective)	As above Incidents to be reported in a timely fashion.	Immediate decisions / for information / further actions	
4	Security Improvement Plan / Architecture 1. Review / approve / identify POL & SI security improvement plans (as required) 2. Review summary of security improvement plans of SCM (as required)	As above Security Improvement Plans - 3 month review period prior required.	Immediate decisions / for information / further actions	
5	Organisational Changes 1. To make each party aware of organisational changes (POL & SI incl. noteworthy changes from SCMs) 2. Ensure that all business change meets the overarching business objectives for controls and security	a) & b) Based on ISMF frequency	Immediate decisions / for information / further actions	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly 				
Duration:				
<ul style="list-style-type: none"> 2 hour 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	Security Information Event Management Report (SIEM) including: 1. Malware attacks per period 2. Intrusion attacks 3. ID & access management reports 4. Vulnerabilities and patching Minutes from previous meeting.	SIEM tools Word / pdf document	Security Operations Manager, Atos Minutes - Chair	Based on ISMF frequency Operations Report must be produced and distributed at least one week prior. Submission of contributions to the actions or other material at least 10 days in advance of the forum to allow for collation and distribution.



Atos

2	<p>Risk register / Log</p> <p>1. POL</p> <p>2. SI</p> <p>Note: IT Risk registers shared visibly within meeting semi-annually, but are not taken away.</p>	<p>Changes - verbal update during meeting.</p> <p>Risk Register - soft copy display.</p>	<p>Risk Specialist / Manager (where possible) / representative from each party</p>	<p>As above</p> <p>Risk Register - semi-annually / 6 monthly.</p>
3	<p>Incident report (relevant to the service) from each party including relevant from SCMs</p>	<p>Incident report for each reported incident number given to minuter. (Word / PDF / PPT / XLS)</p>	<p>Security Operations Manager (SI)</p> <p>POL - Technical Assurance Manager</p>	<p>As above</p> <p>Incidents to be reported in a timely fashion.</p>
4	<p>Service specific reports for each party as required (consolidation of "Security improvements plans / architecture reviews 90% supplier input, as required POL input." from each supplier)</p>	<p>Presentation / document.</p>	<p>Security Architects / Security Operations Manager</p>	<p>As above</p> <p>Security Improvement Plans - 3 month review period prior required.</p>
5	<p>a) Documentation / written communication as required, verbal updates.</p> <p>b) Meeting Minutes from Atos run SCM level ISMFs (Monthly/Quarterly)</p>	<p>Presentation / documentation.</p>	<p>Security Operations Manager from each party.</p>	<p>a) & b) Based on ISMF frequency</p>
Outcomes/Outputs		Output Type	Recipient of the Output	
1	<p>Minutes</p> <ul style="list-style-type: none"> - Decisions - Raise queries / questions - Actions 	<p>Meeting minutes communicated; follow up of outstanding actions; plans to be amended / validated.</p>	<p>Minute distribution to:</p> <ul style="list-style-type: none"> - Head of Info Sec (POL & SI) - All security operations managers - All invitees - Account managers - Security architects / managers - Risk managers - CISO (Chief Information Security Officer) <p>Escalations to CIO Steering Committee</p> <p>Escalations to Enterprise Architecture Committee.</p> <p>Reporting to Enterprise Architecture Committee, on material or exceptional issues.</p> <p>Recommended actions to SWG for identified security improvements.</p> <p>Decisions flowed down to appropriate Operational Boards by the SISD.</p>	



Atos

2	Minutes - Decisions - Raise queries / questions - Actions - Brief description of risk included and any reference numbers; relevant updates to risk registers. - Updated risk registers	As above	As above
3	Minutes - Decisions - Raise queries / questions - Actions - Exceptions	As above	As above
4	Minutes - Decisions - Raise queries / questions - Actions - Approvals / rejections	As above	As above
5	Minutes - Decisions - Raise queries / questions - Actions	As above	As above
Escalation to:			
<ul style="list-style-type: none"> • CIO Management Committee • CIO Steering Committee 			
Escalation from:			
<ul style="list-style-type: none"> • Information Security Management Forum (IT Supply Chain) 			
Logistics:			
148 Old Street, London EC1V 9HQ			



M6 - Information Security Management Forum (IT Supply Chain)			Management	
Purpose of the Forum / Committee / Meeting:				
To develop operational interactions and risk management governance processes between the Information Security and Service Management teams in POL, SI & SCM.				
Sponsor:				
<ul style="list-style-type: none">ISAG Senior Compliance Manager, POL				
Chair Person:				
<ul style="list-style-type: none">Security Operations Manager, Atos				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">Security Operations Officer/Team, AtosRisk Manager, AtosQuality Manager, AtosISAG Senior Compliance Manager, POLCISO/ Head of Information Security Management, SCMAccount Manager, SCMSecurity Architect, SCMSecurity Operations Manager, SCM				
If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.				
Optional Attendees:				
<div>SCM</div> <ul style="list-style-type: none">Risk Lead (two meetings/year for risk register review)Audit & Compliance Lead (two meetings/year for Audit Scheduling)				
Objectives:		Frequency	Decision Type	Other
1	Security and Operational Reports Review 1. Review / report progress of any open ended questions / actions from previous meetings. 2. Review each party's performance against security requirements to ensure SCM Security Policies and Standards are in line with POL requirements. 3. To identify testing and testing schedules in the forthcoming quarter and share testing results from the previous quarter. 4. Review Compliance programmes status 5. Audit schedule for the forthcoming quarter	<div>Based on ISMF frequency</div> <ul style="list-style-type: none">Quarterly for mature suppliersMonthly for significant suppliersOthers bi-monthly <div>Operations Report must be produced and distributed at least one week prior.</div> <div>Submission of contributions to the actions or other material at least 10 days in advance of the</div>	Immediate decisions / for information / further actions	



		forum to allow for collation and distribution.		
2	Risk Review 1. Review of any relevant changes to either parties risk positions 2. Review changes to privileged or generic users and approval thereof 3. Semi-annual review of all risks for both parties	As above Risk Register / Log - semi-annually / 6 monthly.	Immediate decisions / for information / further actions	
3	Incidents 1. Review / monitor of incidents and issues that occur 2. Review responses & lessons learnt 3. Ensure Security Incident Management process is Operational 4. Information breach notification report (Information Sharing perspective)	As above Incidents to be reported in a timely fashion.	Immediate decisions / for information / further actions	
4	Security Improvement Plan / Architecture 1. Review / approve / identify each parties security improvement plans (as required)	As above Security Improvement Plans - 3 month review period prior required.	Immediate decisions / for information / further actions	
5	Organisational Changes 1. To make each party aware of organisational changes. 2. Ensure that all business change meets the overarching business objectives for controls and security	As above	Immediate decisions / for information / further actions	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly or Quarterly (Frequency of meeting dependent on supplier) 				
Duration				
<ul style="list-style-type: none"> 1-3hr 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	Security Information Event Management Report (SIEM) incl: 1. Malware attacks per period 2. Intrusion attacks 3. ID & access management reports 4. Pen tests and vulnerability tests Minutes from previous meeting.	SIEM tools Word / pdf document	Security Operations Manager (SCM) Minutes – Chair	Based on ISMF frequency - Quarterly for mature suppliers - Monthly for significant suppliers - Others bi-monthly Operations Report must be produced and distributed at least one week prior.



Atos

				Submission of contributions to the actions or other material at least 10 days in advance of the forum to allow for collation and distribution.
2	Risk register / Log 1. POL 2. Supplier Note: Risk registers shared visibly within meeting semi-annually, but are not taken away.	Changes - verbal update during meeting. Risk Register - soft copy display.	Risk Specialist / Manager (where possible) / representative from each party	As above Risk Register - semi-annually / 6 monthly.
3	Incident report (relevant to the service) from each party	Incident report for each reported incident number given to minuter. (Word / PDF / PPT / XLS)	Security Operations Manager, SCM Senior Technical Assurance Manager, POL	As above Incidents to be reported in a timely fashion.
4	Security improvements plans / architecture reviews 90% supplier input, as required POL input.	Presentation / document.	Security Architects / Security Operations Manager, Atos	As above Security Improvement Plans - 3 month review period prior required.
5	Documentation / written communication as required, verbal updates.	Presentation / documentation.	Security Operations Manager from each party.	As above
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Minutes - Decisions - Raise queries / questions - Actions	Meeting minutes communicated; follow up of outstanding actions; plans to be amended / validated.	Minute distribution to: - Head of Info Sec (POL & Supplier) - All security operations managers - All invitees - Account managers - Security architects / managers - Risk managers - CISO (Chief Information Security Officer) Escalations to Enterprise Architecture Committee. Reporting to Enterprise Architecture Committee, on material or exceptional issues. Escalations to POL ISMF	



			Recommended actions to SWG for identified security improvements. Decisions flowed down to appropriate Operational Boards by the SISD.
2	Minutes - Decisions - Raise queries / questions - Actions - Brief description of risk included and any reference numbers; relevant updates to risk registers / log. - Updated risk registers / log	As above	As above
3	Minutes - Decisions - Raise queries / questions - Actions - Exceptions	As above	As above
4	Minutes - Decisions - Raise queries / questions - Actions - Approvals / rejections	As above	As above
5	Minutes - Decisions - Raise queries / questions - Actions	As above	As above
Escalation to:			
<ul style="list-style-type: none"> Information Security Management Forum (POL) 			
Escalation from:			
<ul style="list-style-type: none"> POL & Atos Operations Committees/Forums/Meetings 			
Logistics:			
148 Old Street, London EC1V 9HQ			



M7 - Governance Review Committee		Management		
Purpose of the Forum / Committee / Meeting:				
To provide a subjective review of the Governance Framework to ensure that it is effective and fit for purpose and is being supported by the relevant POL and ATOS engagement				
Sponsor:				
<ul style="list-style-type: none"> CIO, POL 				
Chair Person:				
<ul style="list-style-type: none"> IT Governance and Controls Lead, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> CTO, POL Head of Information Security and Assurance Group (ISAG), POL Head of IT Services, POL Governance & Assurance Lead, Atos Service Delivery Director, Atos Programme Director, Atos Chief Architect, Atos 				
<i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i>				
Optional Attendees:				
<ul style="list-style-type: none"> Chairs of Management Committees (as req'd) Chairs of Operational Committees (as req'd) 				
Objectives:		Frequency	Decision Type	Other
1	Operational effectiveness of Governance Model 1. Occurrence of governance Committees / forums / meetings 2. Scheduling & attendance 3. Timely sharing of information (before / after)	Quarterly	Immediate decision	
2	Continual Improvement 1. Review terms of reference of each Committee / forum / meeting 2. Reviewing and approving proposed changes 3. Review the Governance framework and ensure it remains effective 4. Review and ensure alignment to wider POL Governance	Quarterly	Immediate decision	
Frequency of Meeting:				
<ul style="list-style-type: none"> Quarterly maturing as appropriate 				
Duration:				
<ul style="list-style-type: none"> 2 hours 				



Atos

Inputs: (as required)		Input Format	Input Source	Input Frequency
1	a) Issues from each of the owners for the Strategic / Management / Operational Committees b) Metrics from each of the Strategic / Management Committees (RAG) c) Feedback from each of the owners for the Strategic / Management / Operational Committees (RAG) d) Review effectiveness of each of the owners for the Strategic / Management / Operational Committees	Reports	Governance & Assurance (Atos) to produce report based on feedback and metrics from Governance Model	Quarterly
2	a) Input from workshops with each of the owners of the Committees / forums / meetings b) Feedback from Governance Model Survey to each of the relevant stakeholders (owners, chairs, members and PMO) c) During the Pilot period (1st Apr - 30th Sept), there will increased focus on collecting information with increased frequency to streamline the effectiveness of the Governance Model	Reports	Governance & Assurance (Atos) to produce report based on feedback and metrics from Governance Model	Quarterly
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Summarised recommendations to the CIO Steering Committee / SISD Governance Model (Owners) <ul style="list-style-type: none">Updated terms of reference issued as agreed in the Governance Review CommitteeUpdated Governance Model Calendar	Decisions / actions / recommendations	Escalation to - CIO Steering Committee Delegation to - SISD Governance Model (Owners) Delegation to chairs of Committees	
2	Summarised recommendations to the CIO Steering Committee / SISD Governance Model (Owners) <ul style="list-style-type: none">Updated terms of reference issued as agreed in the Governance Review CommitteeUpdated Governance Model Calendar	Decisions / actions / recommendations	Escalation to - CIO Steering Committee Delegation to - SISD Governance Model (Owners) Delegation to chairs of Committees	
Escalation to:				
<ul style="list-style-type: none">CIO Management Committee; CIO Steering Committee				
Escalation from:				
<ul style="list-style-type: none">All other CIO Management Committees and Atos & POL Operational Committees				
Logistics:				
148 Old Street, London EC1V 9HQ				



Atos

M8 - Innovation Forum			Management	
Purpose of the Forum / Committee / Meeting:				
<ul style="list-style-type: none">Identify and publish business problems via a 'bounty board' that the POL is struggling to solve and that would benefit from a new innovative approach.To act as the channel to assess innovation pitch's delivered by the supplier ecosystem, making a judgment to reject or accept each proposal.To agree a risk/reward model that can be used to quantify the value of business problems to POL and to provide an incentive to suppliers.To create and track the progress of working groups formed to further develop successful pitch to business case through rapid development of proof of concept/prototype.				
Sponsor:				
<ul style="list-style-type: none">CTO, POL				
Chair Person:				
<ul style="list-style-type: none">IT Architecture & Strategy Lead, POL				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">ISAG Senior Technical Assurance Manager, POLSenior Security Architect, POLTower Architects, TowersLead IT Supplier Manager, POLBRM Lead, POLSDA, POLKey Incumbent Architects, SCMsChief Architect, Atos <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
<ul style="list-style-type: none">Guest speakers from external organisationsOther attendees as required for a specific agenda item				
Objectives:		Frequency	Decision Type	Other
1	Engender a culture of innovation across POL and its supply chain, showing the organisation is open to new ways of thinking that disrupt the status quo.	As required	For information / further action	
2	Provide a channel through which the supply chain is able to pitch innovation ideas to POL in response to a set of business challenges.	As required	Further action	
3	Expose senior member of POL to technology opportunities and emerging business technologies.	As required	For information	
4	Set the risk appetite and update POL Risk Policy for the organisation in terms of embracing new innovative ways of working/or technologies.	As required	Immediate decision / for information	



Atos

Frequency of Meeting:				
<ul style="list-style-type: none">Quarterly				
Duration				
<ul style="list-style-type: none">2hours				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	Business problems / statements	Word	BRM Lead, POL	As required
2	Business problems / statements	Word	BRM Lead, POL	As required
3	Industry thought leadership material. Technology trend documentation. Innovations business case.	Word	a) & b) Chief Architect, Atos c) Supplier	As required
4	Innovations business case.	Word / PPT	Supplier	As required
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Bounty Board	Communication	Published to the supply chain / SI / POL.	
2	Bounty Board	Communication	Published to the supply chain / SI / POL.	
3	Innovation pitch decisions, approved or declined	Word report	EAC	
4	Innovation plan progress reports	Word report	EAC	
Escalation to:				
<ul style="list-style-type: none">Reports to the CIO Management Committee;Necessary architecture escalation to EAC and ARC				
Escalation from:				
<ul style="list-style-type: none">SCMs / Towers / incumbents				
Logistics:				
148 Old Street, London EC1V 9HQ				



Atos

M9 - Information Assurance Management Forum			Management	
Purpose of the Forum / Committee / Meeting:				
The scope of this meeting encompasses Audit, Risk, Compliance and Quality Assurance. The objective of this forum is to ensure that the audit, risk & compliance service remain aligned with the business quality and risk management objectives.				
Sponsor:				
<ul style="list-style-type: none">Head of Information Security and Assurance (ISAG), POL				
Chair Person:				
<ul style="list-style-type: none">IT Governance & Controls Lead, POL				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none">Enterprise Risk IT Business Partner, POLInternal Audit IT Business Partner, POLISAG Senior Compliance Manager, POLSISD Head of Governance & Assurance, AtosRisk Manager, AtosQuality Manager, Atos				
If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.				
Optional Attendees:				
<ul style="list-style-type: none">External auditors.SCM Risk & Compliance and Quality Managers as required.				
Objectives:		Frequency	Decision Type	Other
1	To review the POL-17713SVC-049 SISD Audit/compliance Report	Every 2 months	Review	
2	To review the risks and issues and associated action plans	Every 2 months	Approval	
3	To agree/approve the audit plan/schedule	Every 2 months	Review	
4	To review and take action on escalated risks/issues	Every 2 months	Approval	
5	To Review the POL-17713 SVC-053 SISD Risk Management Report.	Every 2 months.	Review	
6	To review the Quality Assurance plan.	Every 2 months	Review	



Atos

Frequency of Meeting:				
• Every 2 months				
Duration:				
• 2 Hours				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1. 1	POL-17713SVC-049 SISD Audit/compliance Report	Excel report	SISD Quality Manager	Every 2 months
2. 2	POL-17713SVC-049 SISD Audit/compliance Report	Excel report	SISD Quality Manager	Every 2 months
3. 3	a) SISD Issue register b) SISD Risk Log	Excel report	SISD Governance & Assurance Lead & SISD Risk Manager	Every 2 months
4. 4	a) SISD Issue register b) SISD Risk Log	Excel report	SISD Governance & Assurance Lead & SISD Risk manager	Every 2 months
5. 5	POL-17713SVC-053 SISD Risk Management Report	Excel report	SISD Risk Manager	Every 2 months
6. 6	Audit reports from 3rd parties	Reports	POL Audit Function as received External auditors	As received.
7. 7	Quality Assurance plan	Report	SISD Quality Manager	Every 2 months
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
2	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
3	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
4	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
5	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
6	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
7	Meeting minutes with approvals and the actions	Report	To all attendees of the meeting	
Escalation to:				
• POL owned “Risk & Compliance Committee” (Held 6 times a year) test the escalation -				



-
- | |
|---|
| <ul style="list-style-type: none">• CIO Management Committee for operational issues• CIO Steering Committee for strategic issues |
| Escalation from: |
| None identified |
| Logistics: |
| 148 Old Street, London EC1V 9HQ |



M10 - Business Relationship Management Forum				Management
Purpose of the Forum / Committee / Meeting:				
<p>Define the governance model for communications management that will determine how communication activity is planned and managed;</p> <ul style="list-style-type: none"> • Agree clear roles and responsibilities in terms of the development, sign off, delivery and evaluation of communications; • Agree communication policies and standards (in line with existing Post Office standards as defined in Schedule 2.3) and implement these across the SISD services; • Define the communication processes and embed these across the programme and supply chain; • Develop tools and templates to provide consistency across communication deliverables 				
Sponsor:				
<ul style="list-style-type: none"> • Head of IT Services, POL 				
Chair Person:				
<ul style="list-style-type: none"> • BRM Lead, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> • Post Office Stakeholder Owners: <ul style="list-style-type: none"> ◦ Business Relationship Managers x 4, POL ◦ Head of Managed Services, POL ◦ Lead IT Supplier Manager, POL ◦ Reporting Communications and Controls Manager, POL • Programme Director, Atos • Service Delivery Director, Atos • Communications Manager, Atos <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
<ul style="list-style-type: none"> • Communication Information Owners • Representatives from SISD Teams • Representatives from Post Office IT Functions/Managed Services teams • Representatives of the Supply Chain 				
Objectives:		Frequency	Decision Type	Other
1	Ensure communication quality criteria are established and adhered to	Monthly	For information / further action	
2	Ensure that the SISD Communication timetable is established and implemented	Monthly	For information / further action	
3	Review communications delivered the previous period	Monthly	For information / further action	
4	Agree future communication requirements	Monthly	For information / further action	
5	Ensure that communication standards are established and adhered to	Monthly	For information / further action	
Frequency of Meeting:				



<ul style="list-style-type: none">Once monthly or as otherwise directed by Post Office, until 12 months from April 2014 and then quarterly thereafter.				
Duration				
<ul style="list-style-type: none">2 hours				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	1) Business Relationship Management Service 2) Quality assessment of communications	PDF	1) SISD Communication Manager 2) POL BRMs	Monthly
2	1) SISD Stakeholder Engagement Plan 2) SISD Communication Management Plan	PDF	1) & 2) SISD Communication Manager	Monthly
3	1) Feedback from key stakeholders 2) Feedback from communication recipients 3) Metrics of what has been delivered 4) Feedback from communication owners	PDF	1) POL BRM / SISD Communication Manager 2) POL BRM / SISD Communication Manager 3) SISD Communication Manager 4) POL BRM / SISD Communication Manager	Monthly
4	1) Feedback from communication owners	PDF	1) POL BRM / SISD Communication Manager	Monthly
5	1) Quality assessment of communications	PDF	1) POL BRMs	Monthly
Outcomes/Outputs		Output Type	Recipient of the Output	
1	1) & 2) Improvement actions	Minutes/Actions, Slides and Q&A to be communicated.	BRMs SISD Communication Manager Information Owners Head of Managed Services Lead IT Supplier Manager SI Senior Management	
2	1) & 2) Revised SISD Communication Management Plans	Minutes/Actions, Slides and Q&A to be communicated.	As above	
3	1) Revised SISD Communication Management Plans	Minutes/Actions, Slides and Q&A to be communicated.	As above	
4	1) Actions to create new communication deliverables	Minutes/Actions, Slides and Q&A to be communicated.	As above	
5	1) Improvement actions	Minutes/Actions, Slides and Q&A to be communicated.	As above	
Escalation to:				



<ul style="list-style-type: none">• Relevant communication owners• Relevant Programme Governance Committees
Escalation from:
<ul style="list-style-type: none">• Relevant communication owners• Relevant Programme Committees• Communication recipients
Logistics:
148 Old Street, London EC1V 9HQ



Atos

M11 - IT Services Commercial Committee		Management	
Purpose of the Forum / Committee / Meeting:			
To produce commercial and budget performance metric for the BAU Live Services (excluding Project Commercials)			
Sponsor:			
<ul style="list-style-type: none"> Head of IT Services, POL 			
Chair Person:			
<ul style="list-style-type: none"> Lead IT Supplier Manager, POL 			
Representation:			
Mandatory Attendees:			
<ul style="list-style-type: none"> Performance & Control Managers, POL Contract Manager, POL IT Supplier Manager (x2), POL (once the Towers are in place) Commercial Director, Atos Finance Manager, Atos Commercial Manager, Atos Service Managers, Atos (once the Towers are in place) 			
<i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i>			
Optional Attendees:			
<ul style="list-style-type: none"> None identified 			
<i>Note: Others to include as required with prior agreement, such as SISD PMO / Business and Project Office.</i>			
Objectives:		Frequency	Decision Type
1	a) Review monthly financial / commercial reports. - Service credits - Service penalties - Service bonuses b) Monthly, forecast for rest of year & budget planning. c) Key Contractual changes	Monthly	Immediate decision/ Information/ action/ steer
Frequency of Meeting:			
<ul style="list-style-type: none"> Monthly 			
Duration			
<ul style="list-style-type: none"> 2 hours 			
Inputs: (as required)		Input Format	Input Source
			Input Frequency



1	Monthly financial / commercial reports (SISD 6.0) for i) BAU Live Service (including Service Credit) ii) Change Projects POL to share any contract changes relevant to the financials.	Excel	Atos Service & Commercial Management (SISD 6.0 SISD Commercial & Finance Management Service)	Monthly
Outcomes/Outputs		Output Type	Recipient of the Output	
1	i) Financial measures for the overall scorecard. ii) Actions required to be taken.	Communications / actions	Financial measures for overall scorecard to be fed into producer of scorecard (Atos) IT Supplier & Service Committee POL Contract Management	
Escalation to:				
<ul style="list-style-type: none">IT Supplier & Services Committee				
Escalation from:				
<ul style="list-style-type: none">SISD 2.0 Service Management (Monthly Service Review)SISD 6.0 Commercial and Finance (Financial Management Service),ITIL Performance and Service Review Committee, Atos Service Management, POL Contract Management				

4.2 POL Operational Committees/Forums/Meetings

Post Office Operational Committees will be run and managed by Post Office IT Governance & Control. The following diagram represents the proposed Post Office owned Operational Governance structure.

The IT Relationship Meeting is to be run and managed by Post Office due to restrictions on SISD involvement in Post Office and Supply Chain Member reviews. An IT Relationship Meeting will be held with all members of the Supply Chain including the Service Integrator.

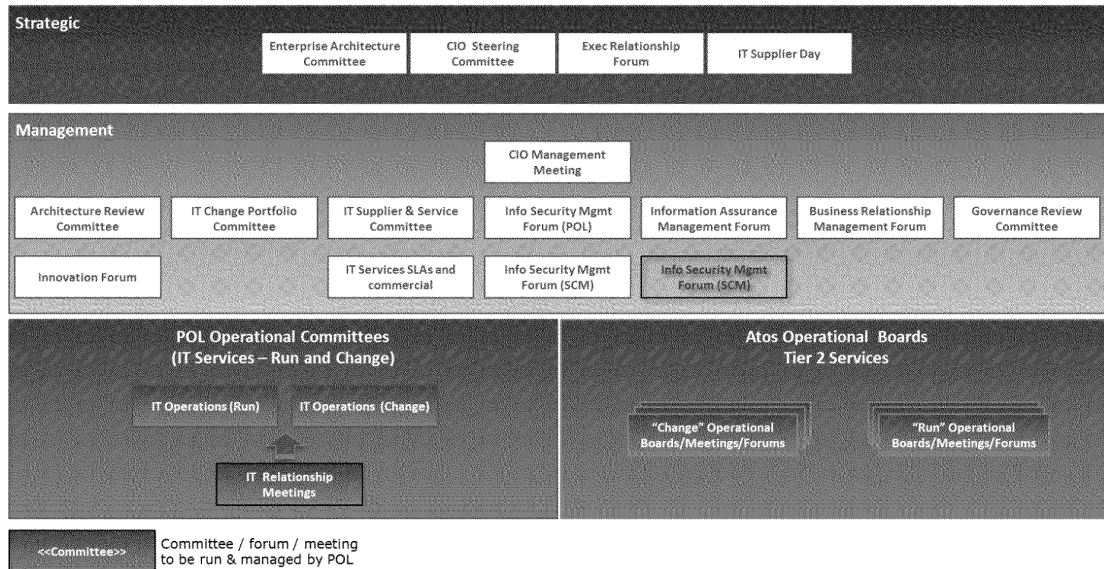


Figure 3 – Note: Operational Governance

The IT Relationship Meetings will act as a two-way method of communication taking outputs of the other Post Office owned Operational Committees but also providing input into them.

The ITIL Performance & Service Review Committee will act as the first layer of Governance for Post Office in the management of the Service Integrator's governance of the Supply Chain looking specifically at the reporting from the Service Desk and Service Management Centre workstreams. It will also take inputs from the Governance & Assurance Service for Issue Management.

The ITIL Performance & Service Review Committee will also act as a feed into the IT Service Commercial Committee along with any monthly Service Reviews with key SCMs conducted by the Service Integrator. Both the ITIL Performance and Review Committee and the IT Service Commercial Committee will feed into the Management layer for IT Supplier & Service Committees.

IT Change Operational Governance Committee is the Post Office owned Operational level of governance for Change and Projects. The Committee will deal with any change related issues coming out of the Issue Management process and summarise reporting from the Project / Programme / Portfolio Committees to the CIO Management Committee and the IT Change Portfolio Committee.



PO1 - ITIL Performance and Service Review Committee			Operational	
Purpose of the Forum / Committee / Meeting:				
To review the performance of: <ul style="list-style-type: none"> • IT Service Continuity • Problem Review • Service Management / Improvement • Capacity Management 				
Sponsor:				
<ul style="list-style-type: none"> • Head of IT Services, POL 				
Chair Person:				
<ul style="list-style-type: none"> • Lead IT Supplier Manager, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> • Service Managers, Atos • Performance & Control Manager (x2), POL <p><i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i></p>				
Optional Attendees:				
None identified				
Objectives:		Frequency	Decision Type	Other
1	Discuss and identify remedial action for IT Service Continuity against required standard	Monthly	For information / further action	
2	Discuss and identify remedial action for Problem Management against required standard	Monthly	For information / further action	
3	Discuss and identify remedial action for Service Management / Improvement against required standard	Monthly	For information / further action	
4	Discuss and identify remedial action for Capacity Management against required standard	Monthly	For information / further action	
5	Periodical review of Operational Changes and processes.	Monthly	For information / further action	
6	SISD Programme Level Issue Resolution Level 2 Escalation - RUN/BAU Issues.	Monthly/as required	Further action / for information	
Frequency of Meeting:				



Atos

• Monthly				
Duration:				
• 1/2 day				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	Detailed Service Review Booklet from Atos	Word	Atos Service Management	Monthly
2	Detailed Service Review Booklet from Atos	Word	Atos Service Management	Monthly
3	Detailed Service Review Booklet from Atos	Word	Atos Service Management	Monthly
4	Detailed Service Review Booklet from Atos	Word	Atos Service Management	Monthly
5	Detailed Service Review Booklet from Atos	Word	Atos Service Management	Monthly
6	Escalation from Issue Management Level 1: Escalated SISD Programme Level issues - RUN/BAU issues (SSID 4.0 Governance & Assurance)	Spreadsheet	SISD 4.0 Governance & Assurance (Issue Resolution Meetings); ISMFs	Monthly/as required
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Decisions/Actions	Decisions/Actions	BRM (POL), IT Supplier & Service Committee, Atos Service Management, Attendees	
2	Decisions/Actions	Decisions/Actions	BRM (POL), IT Supplier & Service Committee, Atos Service Management, Attendees	
3	Decisions/Actions	Decisions/Actions	BRM (POL), IT Supplier & Service Committee, Atos Service Management, Attendees	
4	Decisions/Actions	Decisions/Actions	BRM (POL), IT Supplier & Service Committee, Atos Service Management, Attendees	
5	Decisions/Actions	Decisions/Actions	BRM (POL), IT Supplier & Service Committee, Atos Service Management, Attendees	
6	Issue Resolution or Further Escalations to Level 3 (IT Supplier & Service Committee)	Minutes to be communicated including actions & decisions.	All impacted stakeholders, including Originators, Owners, relevant SISD Partners and others (as necessary).	
Escalation to:				



<ul style="list-style-type: none">IT Supplier & Services Committee; IT Service & Commercial Committee
Escalation from:
<ul style="list-style-type: none">Monthly Service Reviews



PO2 - IT Change Operational Governance Committee				Operational
Purpose of the Forum / Committee / Meeting:				
At the operational level, ensure future pipeline and current change plans are delivered successfully to time, cost and quality. (For IT Sponsored Projects and IT Deliverables for Business Sponsored Projects)				
Sponsor:				
<ul style="list-style-type: none"> Head of IT Services, POL 				
Chair Person:				
<ul style="list-style-type: none"> IT Change Lead, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> Programme Director, Atos IT Change Lead, POLIT Performance and Control Manager, POL IT Governance and Controls Lead, POL SDA, POL 				
<i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i>				
Optional Attendees:				
<ul style="list-style-type: none"> Project Managers, SCM Project Managers, POL Project Managers, Atos SPMO Representative, POL Business Analyst's, SISD 				
Objectives:		Frequency	Decision Type	Other
1	Ensure IT projects and IT deliverables (for Business Projects) are delivered successfully to time, cost and quality. Ensure IT benefits are realised.	Monthly	Immediate decision/ Information/ action/ steer	
2	Review the demand plan and processes	Monthly	Information and action	
3	POL would initiate deep dives and health checks	Monthly	Information and action	
4	Escalations from projects (RAG=Amber, Red) highlight all issues including resourcing, finance and others	Monthly	Further action / immediate decision	
5	SISD Programme Level Issue Resolution Level 2 Escalation - Change issues.	Monthly/as required	Further action / for information	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly (must occur prior to IT Change Portfolio Committee) 				
Duration:				
<ul style="list-style-type: none"> 4 hours 				
Inputs: (as required)		Input Format	Input Source	Input Frequency



Atos

1	Summary of all the Highlight reports of all Live Projects	Report templates	Atos Business and Project Office	Monthly
2	Current SISD Demand and change plan	As supplied	ATOS Change management & Atos Business & Project Office	Monthly
3	a) Input from Agenda items 1&2 b) Delegations from IT Change Portfolio Committee	a. Atos to define format b. POL to advise c. POL to advise	a) N/A b) IT Change Portfolio Committee Meeting minutes	Monthly
4	Raised/ escalated issues	As supplied	IT Change Lead (Atos to provide input)	Monthly
5	Escalation from Issue Management Level 1: Escalated SISD Programme Level issues - Change issues (SSID 4.0 Governance & Assurance)	Spreadsheet	SISD 4.0 Governance & Assurance (Issue Resolution Meetings)	Monthly/as required
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Decisions/Actions	Decisions / actions	a) IT Change Lead (POL)	
2	Decisions/Actions	Decision / actions	a) IT Change Lead (POL)	
3	Decisions/Actions	Decision / actions	a) IT Change Lead (POL)	
4	Decisions/Actions	Decision / actions	a) IT Change Lead (POL), IT Change Portfolio Committee	
5	Issue Resolution or Further Escalations to Level 3 (IT Change Portfolio Committee)	Minutes to be communicated including actions & decisions.	All impacted stakeholders, including Originators, Owners, relevant SISD Partners and others (as necessary).	
Escalation to:				
• IT Change Portfolio Committee				
Escalation from:				
• IT Supplier Meetings; • POL Business Projects (SPMO); • Atos Business and Project Office.				



Atos

PO3 - IT Relationship Meeting				Operational
Purpose of the Forum / Committee / Meeting:				
To maintain positive eco-system across the supply chain.				
Sponsor:				
<ul style="list-style-type: none"> Head of IT Services, POL 				
Chair Person:				
<ul style="list-style-type: none"> Lead IT Supplier Manager, POL 				
Representation:				
Mandatory Attendees:				
<ul style="list-style-type: none"> Contract Manager, POL Supplier Relationship Manager / Account Manager, SCM. IT Supplier Manager, POL 				
<i>If any mandatory attendees cannot attend, a delegated authority must be nominated and at the discretion of the Chair the meeting will / will not go ahead.</i>				
Optional Attendees:				
<ul style="list-style-type: none"> As required 				
Objectives:		Frequency	Decision Type	Other
1	Working relationship with other supply chain members	As required	Discussion	
2	Innovative new ideas	As required	Discussion	
3	Contract review	As required	Discussion	
Frequency of Meeting:				
<ul style="list-style-type: none"> Monthly / dependent by supplier (categorized) 				
Duration:				
<ul style="list-style-type: none"> 2hr 				
Inputs: (as required)		Input Format	Input Source	Input Frequency
1	No formal input required - discussion during meeting. Issues as required.	N/A	N/A	As required
2	Notification of initiative	Word / PPT if required	Supplier	As required
3	Informal discussion a) obligations tracker (POL) b) CRs as required	a) Excel b) Word	a) & b) Contracts Manager, POL	As required
Outcomes/Outputs		Output Type	Recipient of the Output	
1	Formal record of meeting - minutes / actions as required	Formal documentation	Outputs to be stored within the Contracts database Escalations into IT Supplier & Service Committee	
2	Formal record of meeting - minutes / actions as required	Decision / Further information	Innovation Forum / Architecture Review Committee	



3	Formal record of meeting - minutes / actions as required	Formal documentation	Escalations into IT Supplier & Service Committee
Escalation to:			
<ul style="list-style-type: none">• IT Change Operational Governance Committee;• IT Service Commercial Committee;• ITIL Performance and Service Review Committee.			
Escalation from:			
<ul style="list-style-type: none">• From within the Supply Chain			



4.3 Service Integrator Operational Boards/Forums/Meetings

All Operational boards / forums / meetings for the SISD Programme used by the Service Integrator to manage the Supply Chain Members are defined by the individual services / workstreams within the SISD model and terms of reference held and updated separately to the SISD Governance Model.

The following list gives a structure to known meetings (as at 20/03/2014) and within which SISD service they sit. *(Please note that this list is not exhaustive)*

Level	Board / Forum / Meeting	Service
Operational	Monthly service reviews for key incumbent suppliers	SISD 2.0: Service Management
Operational	Monthly Service Reviews with Post Office	SISD 2.0: Service Management
Operational	Change Advisory Board	SISD 3.0: Service Management Centre
Operational	IT Service Continuity Plan reviews	SISD 3.0: Service Management Centre
Operational	Capacity Management Reviews	SISD 3.0: Service Management Centre
Operational	Problem Management Forum (Category 1)	SISD 3.0: Service Management Centre
Operational	Problem Management Forum (Category 2-3)	SISD 3.0: Service Management Centre
Operational	Service Improvement Reviews	SISD 3.0: Service Management Centre
Operational	Incident Management Checkpoint Reviews	SISD 3.0: Service Management Centre
Operational	Availability Management Reviews	SISD 3.0: Service Management Centre
Operational	Knowledge Article identification, capture & creation reviews	SISD 3.0: Service Management Centre
Operational	Supply Chain Member Issue Resolution Meeting	SISD 4.0: Governance & Assurance
Operational	Issue Resolution Meeting	SISD 4.0: Governance & Assurance
Operational	Issue Resolution Lessons Learnt Forums	SISD 4.0: Governance & Assurance
Operational	Programme, Portfolio and Project Boards	SISD 5.0: Business and Project Office
Operational	Cross Tower Design Board	SISD 7.0: Enterprise Architecture