Application Support Service (Fourth Line): Service Description

FUJITSU

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POST OFFICE ™

Document Title:	Application Support Service (Fourth Line): Service Description
Document Reference:	SVM/SDM/SD/0005
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Abstract:	Service description of the Application Support Service (Fourth Line) provided under contract to Post Office
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Author & Dept:	Mukesh Mehta, Fujitsu Services
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Security Risk Assessment Confirmed	YES security risk has been considered, see section 0.9 for details.

Approval Authorities:

Name	Role	Signature	Date
Steve Beddoe	Post Office: Senior IT Services Manager	See Dimensions for record	
Nana Parry	Fujitsu Services: POA Business & Application Services Lead	See Dimensions for record	

See POA Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on who should approve.

0 Document Control

0.1 Table of Contents

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change – CP/PEAK/PPRR Reference
1.0	24/08/06	Agreed	
1.1	15/08/08	Revisions made as a result of personnel changes	
2.0	27/01/09	Document Approved	
2.1	7/10/09	Updated to include off shore 4th line service	
3.0	29/10/2009	Document Approved (went to review instead)	
3.1	11/01/2010	Updates following review	
3.2	15/06/2010	Updates following review	
3.3	24/08/2010	Updates following review	
4.0	24/08/2010	Approval version	
4.1	25/10/2010	Updated to include POLSAP	CCN1270
4.2	09/11/2010	Updated to remove all HNG-X rollout & pre-rollout requirements	
4.3	11/03/2013	Updates following regular review	
4.4	22/03/2013	Updated following comments from commercial manager	CCN1332a
5.0	13-Sep-2013	Approval version	
5.1	25-Feb-2014	TSS CCN (1400) requires that we remove all scope relating to the POLSAP Services as a new document SVM/SDM/SD/2306 covers it.	CCN1400
5.2	13-Mar-2014	Summary of changes in 5.1 added above.	CCN1400
6.0	13-Mar-2014	Approval version	CCN1400

0.3 Review Details

*See POA BU Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on completing the lists below. You may include additional reviewers if necessary, but you should generally **not exclude** any of the mandatory reviewers shown in the matrix for the document type you are authoring.*

Review Comments by:	
Review Comments to:	Mukesh.Mehta[GRO] & PostOfficeAccountDocumentManagement[GRO]

If preferred you can delete the following Mandatory and Optional reviewer tables and paste in the appropriate list copied from POA Reviewers/Approvers Matrix (PGM/DCM/ION/0001).

Mandatory Review	
Role	Name
Post Office: Service Delivery	Scott Somerside; David H Wright
Post Office: Senior Commercial Manager	Liz Tuddenham
Fujitsu Services: Senior Commercial Manager	Sarah Guest
Fujitsu Services – BAS	Nana Parry

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Fujitsu Services – HNS	Alex Kemp
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Fujitsu Services: SSC	Steve Parker; SSC Duty Manager
Fujitsu Services : AMO	Keith Tarran

Optional Review	
Role	**Name**
Post Office Commercial Manager	Sue Stewart
Fujitsu Services Commercial Manager	Adrian McMahon Stone
Fujitsu Services MIS Manager	Mark L Jones

(*) = Reviewers that returned comments

Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	**Name**
Post Office: Contact Centre and IT Services Senior Service Delivery Manager	Steve Beddoe
Fujitsu Services: Delivery Executive	Peter Thompson

0.4 Associated Documents (Internal & External)

References should normally refer to the latest approved version in Dimensions; only refer to a specific version if necessary.

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	See note above		POA Generic Document Template	Dimensions
PGM/DCM/ION/0001 (DO NOT REMOVE)			POA Document Reviewers/Approvers Role Matrix	Dimensions
CON/MGM/005 (BP/DOC/021)			Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement	PVCS
SVM/SDM/OLA/0017			Operational Level Agreement for Application 4th line support of HNGX	Dimensions
PGM/DCM/PRO/0001			HNG-X Document Control Process	Dimensions
SVM/SDM/POL/0012			Royal Mail Group Security Design & Testing Policy (s18)	Dimensions
SVM/SDM/SD/0001			Service Desk Service: Service Description	Dimensions
SVM/SDM/SD/0004			Third Line Support Service: Service Description	Dimensions
SVM/SDM/SD/0006			Systems Management Service: Service Description	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions

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SVM/SDM/SIP/0001			HNG-X Business Continuity Framework	Dimensions
SVM/SDM/SD/2306			CCD POLSAP APPLICATIONS SUPPORT SERVICE SERVICE DESCRIPTION	Dimensions

0.5 Abbreviations

Abbreviation	Definition
Release Authorisation Process	means the process defined in Annex A (Release Management Service) of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.

0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Security Risk Assessment

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

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1   Service Summary

1.1   The Application Support Service (Fourth Line) provides:

The Application Support Service (Fourth Line) provides:

(a) application support in terms of Software fixes to the Business Capabilities and Support Facilities using appropriately trained operational staff;

(b) investigation and resolution of new Software Incidents within the Branch Infrastructure and HNG-X Central Infrastructure environments which cannot be otherwise resolved either due to technical or resource limitations by the Third Line Support Service. The initial investigation and resolution of known Software Incidents, which is classed as "first line", "second line" and "third line" support respectively, is described in the Contract Controlled Documents (CCDs) entitled *"Service Desk Service: Service Description" (SVM/SDM/SD/0001),* *"Systems Management Service, Service Description" (SVM/SDM/SD/0006),* *"Third Line Support Service, Service Description" (SVM/SDM/SD/0004);* and

(c) Programme support, the detail of which is set out in Annex A to this Applications Support Service (Fourth Line) Service Description.

2   HNG-X

2.1   Service Definition

2.1.1   Software Support

The Application Support Service (Fourth Line) will provide Software support by:

(a) receiving from the Third Line Support Service, Software related Incidents which cannot be resolved by the Third Line Support Service. Such Incidents will have been originally logged by the Service Desk following a call from a Branch, or having been logged by the Systems Management Service, the Central Network Service or the Data Centre Operations Service;

(b) identifying a "known error" following receipt of the Incident from the Third Line Support Service, where this information will be communicated to the Third Line Support Service and the appropriate Known Error Log (KEL) will be updated and the information disseminated to the Service Desk to enable the resolution of similar Incidents;

(c) ensuring the internal Fujitsu Services Incident management systems are updated with the Incident resolution details prior to return to the Third Line Support Service together with the method of recreation of the problem;

(d) ensuring that the Third Line Support Service is made aware of the symptoms which generate an Incident. This will be documented by the Application Support Service (Fourth Line) and be available to both the Service Desk and the Systems Management Service;

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(e) ensuring that any resolutions or workarounds which are returned to the Third Line Support Service have been tested (including regression testing) and have been correctly authorised in accordance with the Release Authorisation Process;

(f) providing the Third Line Support Service with documentation and source code relating to new Releases in sufficient time to enable the Third Line Support Service to become familiar with the new product or service prior to its Release into the Branch Infrastructure or HNG-X Central Infrastructure environments. This documentation will be in the form of a "support guide" which is defined in the Working Document entitled: "Operational Level Agreement for Application 4th line support of HNGX" (SVM/SDM/OLA/0017) and

(g) liaising with Fujitsu Services' subcontractors / suppliers, or Post Office's suppliers, if the Parties consider it is appropriate, as and when an additional level of Software support is required.

(h) Deliver secure coding training on an annual basis.

(i) Maintain the secure guidelines on an annual basis

(j) Maintain the secure coding template on an annual basis

2.2   Service Availability

The Application Support Service (Fourth Line) is not directly available to Post Office. It is a service internal to Fujitsu Services and is available between 09:00hrs to 17:30hrs Monday to Friday. The Application Support Service (Fourth Line) will provide an out of hours service when requested provided notification is given in advance ,the service out of hours will be on a reasonable endeavours basis

2.3   Service Levels and Remedies

2.3.1   General Principles

This section is not applicable to the Application Support Service (Fourth Line).

2.3.2   Service Level Relief

This section is not applicable to the Application Support Service (Fourth Line).

2.3.3   Rectification Plan

This section is not applicable to the Application Support Service (Fourth Line).

2.3.4   Service Levels for which Liquidated Damages Apply

There are no specific SLTs for which liquidated damages apply that are linked directly with the Application Support Service (Fourth Line). However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Application Support Service (Fourth Line) should support be required:

(a) Data Centre Operations Service;

(b) Branch Network Service; and

(c) Engineering Service.

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2.3.5 Service Levels for which Liquidated Damages Do Not Apply

There are no specific SLTs for which liquidated damages do not apply that are linked directly with the Application Support Service (Fourth Line). However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Application Support Service (Fourth Line) should support be required:

(a) Data Centre Operations Service;

(b) Branch Network Service;

(c) Central Network Service;

(d) Service Desk Service; and

(e) Reconciliation Service.

2.3.6 Operational Level Targets

There are no OLTs associated with the Application Support Service (Fourth Line).

2.3.7 Performance Metrics

There are no performance metrics associated with the Application Support Service (Fourth Line).

2.3.8 Design Targets

There are no design targets associated with the Application Support Service (Fourth Line).

2.4 Service Limits and Volumetrics

There are no service limits and volumetrics associated with the Application Support Service (Fourth Line).

2.5 Assets and Licences

2.5.1 Assets

There are no assets associated with the Application Support Service (Fourth Line).

2.5.2 Licences

There are licenses associated with the Application Support Service (Fourth Line) e.g. ConnectDirect, JScape, etc. These will be renewed as required by the Service Delivery Manager.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

There are no Operational Variable Charges applicable to the Application Support Service (Fourth Line).

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2.6.3 Additional Operational Variable Charges

There are no additional Operational Variable Charges applicable to the Application Support Service (Fourth Line).

2.7 Dependencies and Interfaces with other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Application Support Service (Fourth Line) and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with the other Operational Services as at the Amendment Date, as follows:

2.7.1 Third Line Support Service

The Third Line Support Service works closely with the Applications Support Service (Fourth Line) to provide bug fixes to enable the resolution of Software Incidents.

2.8 Post Office Dependencies and Responsibilities

Except for the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, there are no Post Office dependencies and responsibilities associated with the Application Support Service (Fourth Line).

2.9 Business Continuity

2.9.1 Fujitsu Services Responsibility

Fujitsu Services is responsible for maintaining business continuity arrangements for the Application Support Service (Fourth Line) and sharing this information with Post Office, as requested.

2.9.2 Major Business Continuity Incident (MBCI) management process

Fujitsu Services and Post Office Business Continuity Managers, will agree a plan of action in accordance with the Major Business Continuity Incident (MBCI) management process as set out in the Working Document entitled: *"Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement" (CON/MGM/005)*.

2.10 Documentation Set Supporting the Service

See the associated documents set out at section 0.4 of this Application Support Service (Fourth Line) Service Description.

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Annex A: Programme Support

A.1   HNG-X

A.1.1   Service Summary

Fujitsu Services shall provide the following elements of programme support which form part of the Application Support Service (Fourth Line):

A.1.1.1   Software configuration management

A.1.1.2   document management;

A.1.1.3   development management;

A.1.1.4   testing of Application Support Service (Fourth Line) bug fixes prior to Release distribution into the live estate, (including management, design, validation and integration);

A.1.1.5   the management of updates to Fujitsu Services' third party products including the procurement of third party Hardware and Software maintenance for the HNG-X Service Infrastructure;

A.1.1.6   the management of Fujitsu Services' internal Hardware and Software requirements; and

A.1.1.7   Release distribution support.

A.1.2   Service Definition

A.1.2.1.1   Software Configuration Management

The Application Support Service (Fourth Line) will ensure Software configuration management is completed in accordance with ITIL best practice.

(a) the ordering of Work Packages and Work Orders in accordance with paragraphs 4 and 5 of Schedule D2.

A.1.2.1.2   Document Management

The Application Support Service (Fourth Line) will ensure all Fujitsu Services documentation, (and Post Office originated documentation where this documentation is jointly reviewed by both Post Office and Fujitsu Services), is:

(a) managed in accordance with the joint Post Office and Fujitsu Services document management procedure;

(b) reviewed by the applicable parties, as required (but at least once annually); and

(c) version controlled in accordance with the Parties' document management standards and naming conventions.

A.1.2.1.3   Development Management

The Application Support Service (Fourth Line) will provide an appropriate level of development management and support for the HNG Service and for any Releases.

A.1.2.1.4   Testing

The Application Support Service (Fourth Line) will ensure the appropriate level of testing in relation to Application Support Service (Fourth Line) generated bug fixes is completed to

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include the testing of the design, integration and final validation of any Software updates applied to the HNG-X Service Infrastructure.

A.1.2.1.5 Management of Third Party Products

The Application Support Service (Fourth Line) will manage the procurement of the appropriate Fujitsu Services' third party Hardware and Software updates which will include both third party Hardware and Software maintenance for the HNG-X Service Infrastructure.

A.1.2.1.6 Management of Fujitsu Services Development Hardware and Software

The Application Support Service (Fourth Line) will manage the internal Fujitsu Services Hardware and Software maintenance for the development requirements, architecture, systems design and programme office environments.

A.1.2.1.7 Release Distribution Support

The Application Support Service (Fourth Line) will provide support by way of bug fixes for all Releases during Release distribution by the Release Management Service as described in Annex A of the CCD entitled *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

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