

SCHEDULE B3.1**HNG-X Services****Version History**

Version No.	Date	Comments
1.0	31/08/06	Agreed version as at date of signature of CCN 1200
1.1	26/09/06	Minor corrections by PO
1.2	11/10/06	Further minor corrections from FS
1.3	07/12/06	Further minor corrections from FS
1.4	19/01/07	Further minor amendments
2.0	25/01/07	Baseline copy of 1.4
3.0	23/02/09	Baseline copy of 2.1
3.1	12/06/09	Applying changes as per CCN 1252a
6.0	06/07/09	Moving all schedules to V6.0 as agreed with Fujitsu
6.1	31/03/10	Applying all changes as per CCN1276a
6.2	01/04/10	Applying changes as per CCN1270
7.0	10/05/10	Moving all schedules to V7.0 as agreed with Fujitsu
8.0	21/02/12	Applying changes as per CCN1306a and CCN1294d
9.0	13/01/14	Applying changes as per CCN1349,1307a,1322b, 1329a and CCN1400
10.0	10/09/15	Applying changes as per CCN1409a, CCN1418, CCN1419, CCN1421a and as subsequently amended in this CCNxxxx and moving all Schedules to V10.0 in accordance with CCN1506
11.0	31/03/16	Applying changes as per CCN1423c, CCN1500a, CCN1512c, CCN1600 and moving all Schedules to V11.0 in accordance with CCN1604
12.0	03/07/17	Applying changes as per CCN1601b, CCN1602a, CCN1609d, CCN1610, CCN1620c, CCN1621 and moving all Schedules to V12.0
13.0		Updating as per CCN1612b, CCN1616b, CCN1617a, CCN1633a, CCN1637b and CCN1644a and moving all Schedules to v13.0
14.0	20/12/2021	Updating as per CCN1641c, CCN1655a, CCN1669a, CCN1672a, CCN1700 and moving all Schedules to V14.0
15.0	15/12/2023	Updated as per CCN1725a & CCN1743

HNG-X SERVICES**1. INTRODUCTION**

- 1.1 This Schedule B3.1 sets out the HNG-X Services that shall be performed by Fujitsu Services.
- 1.2 The four Tables in paragraph 2 of this Schedule B3.1 together set out the HNG-X Services other than the BCSF Service, to be delivered by Fujitsu Services.
 - 1.2.1 Table A contains the Operational Services corresponding to the Operational Charges Table in Annex B to Schedule D1.
 - 1.2.2 Table B contains the Call-Off Services in respect of which additional Charges are payable when such Call-Off Services are ordered under paragraph 7 of Schedule D1.
 - 1.2.3 Table C contains the Service Integration Services, the Charges for which are described within paragraph 8 of Schedule D1.
 - 1.2.4 Table D contains the Third Party Management Services, the Charges for which are described within paragraph 9 of Schedule D1.
- 1.3 The columns in the Tables in paragraph 2 of this Schedule set out for each HNG-X Service, other than the BCSF Service, the following information:
 - 1.3.1 the name of the HNG-X Service;
 - 1.3.2 the CCD(s) containing the Service Description in accordance with which that service shall be performed prior to the Trigger Event referred to in paragraph 1.3.3;
 - 1.3.3 the event or date identified in the column headed "Trigger Event" at which point the CCD(s) referred to in paragraph 1.3.2 shall be replaced in relation to defining the HNG-X Service and the CCD(s) referred to in paragraph 1.3.4 shall come into effect in relation to defining the HNG-X Service;
 - 1.3.4 the CCD(s) and/or Schedules containing the Service Description in accordance with which that Service shall be performed after the event referred to in paragraph 1.3.3; and
 - 1.3.5 a brief description of the HNG-X Service and information (where necessary) relevant to the Charges.

2. SERVICES

- 2.1 Table A: Operational Services

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	Operational Service	Initial CCD title and reference	Trigger Event	New CCD/Schedule title and reference	Brief HNG-X Service Description	Brief HNG-X Service Description within the Towers Model
1	Service Desk Service	Horizon Systems Helpdesk: Service Description (CS/SER/002)	Trigger Point T2 (Service Desk Change).	Service Desk: Service Description (SVM/SDM/SD/0001)	The provision of first and second line support to Post Office Branches and other designated groups through the provision of a support desk function.	Expired Service – this Service ceased to be provided by Fujitsu as of the 2 nd July 2014, with the transfer of responsibilities for the Service Desk transferring to the Next Supplier on the 16 th June 2014,
2	Not used					
3	Operational Business Change (Branch Change) Service	Operational Business Change Branch CCDs	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Operational Business Change (Branch Change) Service: Service Description (SVM/SDM/SD/0014)	This service supports physical changes in Post Office Branch Infrastructure through the provision of a range of services. The service supports both planned and unplanned changes. The charge for this element of the Operational Business Change (Branch Change) Service is the fixed charge set out in Annex B of Schedule D1.	This Service supports changes to the network, system management and application configuration of Post Office locations through the provision of a range of services

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4	Data Centre Operations Service	<p>Service Description for Data Centre Operations Service (CS/SER/007)</p> <p>Service Description for the SAP Hosting Service (CS/SER/022)</p>	Commencement of HNG-X Project Workstream X2 (Migrate Data Centre to HNG-X Configuration).	Data Centre Operations Service: Service Description (SVM/SDM/SD /0003)	<p>Service for managing the HNG-X Central Infrastructure.</p> <p>The Data Centre Operations Service also includes the POLSAP Services.</p> <p>If the circumstances set out in paragraph 6.1 of Schedule D1 arise, Post Office shall pay additional Operational Charges for the Data Centre Operations Service to Fujitsu Services.</p> <p>The POLSAP elements of this Service shall form part of the POLSAP Service with effect from 1 April 2014.</p>	<p>Terminating Service – termination by Post Office before 31st March 2023. Service for managing the HNG-X Central Infrastructure.</p> <p>If the circumstances set out in paragraph 6.1 of Schedule D1 arise, Post Office shall pay additional Operational Charges for the Data Centre Operations Service to Fujitsu Services.</p>
5	Branch Network Service	Not applicable	This Service has no predecessor and shall be applicable from Trigger Point T1 (Amendment Date)	Branch Network: Service Description (SVM/SDM/SD /0011)	Service for managing and supporting the Branch Telecom Infrastructure.	Service for managing and supporting the Branch Telecom Infrastructure. Expiring Service (expiry date is 31 st March 2018, it shall not have the right of a mini extension).

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6	Central Network Service	Not applicable	This Service has no predecessor and shall be applicable from Trigger Point T1 (Amendment Date)	Central Network Service: Service Description (SVM/SDM/SD /0012)	Service for managing and supporting the Central Telecom Infrastructure.	Terminating Service – termination by Post Office before 31st March 2023. Service for managing and supporting the Central Telecom Infrastructure.
7	Systems Management Service	Service Description for Systems Management Service (CS/SER/008)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Systems Management Service: Service Description (SVM/SDM/SD /0006)	Event management and software distribution services.	Event management and software distribution services.
8	Reference Data Management Service	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data (CS/PRD/058)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Reference Data Management Service: Service Description (SVM/SDM/SD /0013) Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data (CS/PRD/058)	Service for the management of Reference Data.	Service for the management of Reference Data.
9	Third Line Software Support Service	Service Description for Third Line Software Support Service (CS/SER/009),	Commencement of HNG-X Project Workstream X4 (HNG-X	Third Line Support Service: Service Description	Service for the diagnosis of new software Incidents occurring in	Service for the diagnosis of new software Incidents occurring in

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		subject to the proviso that Fujitsu Services shall not be obliged to provide Third Line Software Support Services in respect of Configured POL FS or the SAP Loading Applications.	Application Rollout)	(SVM/SDM/SD /0004)	Branches and the Data Centre.	Branches and the Data Centre.
10	Management Information Service	<p>Management Information Service: Service Description (CS/SER/015)</p> <p>Transaction Benchmark Service: Service Description (CS/SER/010)</p>	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	<p>Management Information Service: Service Description (SVM/SDM/SD /0016)</p>	<p>The Service provides a mechanism for the reporting and publishing of Fujitsu Services' achievement of Service Levels and Service Level Targets. The service also provides data for the settlement of liquidated damages, and provides a vehicle for the request of information regarding data captured on the HNG-X Service Infrastructure.</p> <p>The Management Information Service also includes:</p> <p>The Transaction Benchmarking Service.</p>	<p>The Service provides a mechanism for the reporting and publishing of Fujitsu Services' achievement of Service Levels and Service Level Targets. The service also provides data for the settlement of liquidated damages, and provides a vehicle for the request of information regarding data captured on the HNG-X Service Infrastructure.</p> <p>The Management Information Service also includes:</p> <p>The Transaction Benchmarking Service.</p>

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11	Service Management Service	Service Management Service: Service Description (CS/SER/014) Horizon Capacity Management and Business Volumes (PA/PER/033)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Service Management Service: Service Description (SVM/SDM/SD /0007)	The objectives of the Service are to monitor, manage and maintain the delivery of the Operational Services. This Service also includes: The Capacity Management Service The Release management service.	The objectives of the Service are to monitor, manage and maintain the delivery of the Operational Services. This Service also includes: The Capacity Management Service The Release management service.
12	Reconciliation Service	On Line Services Reconciliation & Incident Management (NB/PRO/002) On Line Services Data Reconciliation Service (CS/SER/018) APS	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Reconciliation Service: Service Description (SVM/SDM/SD /0015)	This Service provides end-to-end reconciliation and incident management procedures required to investigate, report and resolve reconciliation and business incidents.	This Service provides end-to-end reconciliation and incident management procedures required to investigate, report and resolve reconciliation and business incidents.
13	Security Management Service	Service Description for the Security Management Service (CS/SER/016)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Security Management Service: Service Description (SVM/SDM/SD /0017)	This Service provides a wide range of security related activities required for ISO 27001 compliance.	This Service provides a wide range of security related activities required for ISO 27001 compliance.
14	Application Support Service (Fourth Line)	Not applicable	This Service has no predecessor and shall be applicable from Trigger Point T1	Application Support Service (Fourth Line):	Service provides support for software and system errors which cannot be	Service provides support for software and system errors which cannot be resolved by the

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			(Amendment Date)	Service Description (SVM/SDM/SD /0005)	resolved by the Third Line Software Support Service.	Third Line Software Support Service.
15	CMT Service	Not applicable	This Service has no predecessor and shall be applicable from Trigger Point T1 (Amendment Date)	Communications Management Team: Service Description (SVM/SDM/SD /0019)	Service provides a value add function above the standard incident and problem management service provided by the Service Desk and the Service Management Service.	Expiring Service (expiry date is 31 st March 2018).
16	Branch Network Resilience Service	Not Used	Ceased to be provided at Trigger Point 6	Ceased to be provided at Trigger Point 6	Ceased to be provided at Trigger Point 6	Ceased to be provided at Trigger Point 6"
17	Salesforce Support Service	Not applicable	15 th August 2012	Salesforce Support Service Description (SVM/SDM/SD /1977)	The provision of support services for elements for the two instances of Salesforce within the Finance Specialists Salesforce Solution and the Stakeholder Salesforce Solution.	Expired Service - this Service ceased to be provided by Fujitsu Services as of 23.59 on the 31 st March 2016
18	POLSAP Hosting Service	Not applicable	1 st April 2014	POLSAP Hosting Service Description	The provision of hosting by Fujitsu Services.	<u>Expired Service - this Service ceased to be provided by Fujitsu Services on</u>

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				(SVM/SDM/SD /2191)		<u>the 13th March 2019</u>
19	POLSAP Applications Support Service	Not applicable	1 st April 2014	POLSAP Applications Support Service Description (SVM/SDM/SD /2306) Withdrawn	The provision of the POLSAP applications supported by Fujitsu Services.	Expiring Service – this Service ceased to be provided by Fujitsu Services as of 23:59 on the 4 th October 2016
20	Credence/MDM Service	Not applicable	1 st April 2014	Credence /MDM Service Description (SVM/SDM/SD /2192)	The provision of the Credence/MDM application hosted and supported by Fujitsu Services.	Expired Service – this Service ceased to be provided by Fujitsu as of the 31 st March 2016
21	P2Pe Asset Management Service	Not applicable	1 st September 2019	P2Pe Asset Management Service: Service Description (SVM/SDM/SD /3756)	The provision of a PIN Pad asset tracking service that supports P2Pe and maintains the chain of custody of Registered PIN Pads within the Post Office	The provision of a PIN Pad asset tracking service that supports P2Pe and maintains the chain of custody of Registered PIN Pads within the Post Office
22	Payment and Banking Service	Not applicable	This Service has no predecessor and shall be applicable from 28 th June 2021,	Schedule I6 – Payment and Banking Service: Service Description	Service for managing and supporting the provision of debit and Credit Card Payment and Banking Transactions, processed by Fujitsu Services' sub-contractor Ingenico using their PCI	Service for managing and supporting the provision of debit and Credit Card Payment and Banking Transactions, processed by Fujitsu Services' sub-contractor Ingenico using their PCI accredited

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					accredited Payment and Banking System.	Payment and Banking System.
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2.2 The Table B Call-Off Services:

	Call-Off Service	Initial CCD title and reference	Trigger Event	New CCD/Schedule title and reference	Brief HNG-X Service Description
1.	Operational Business Change (Branch Change) Service	Operational Business Change Branch CCDs	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Operational Business Change (Branch Change) Service: Service Description (SVM/SDM/SD/0014)	collection of services which can be procured by Post Office in relation to changes to the network, system management and application configuration of Post Office locations. The charge for this element of the Operational Business Change (Branch Change) Service is the variable charge referred to in paragraphs 7.1 of Schedule D1.
2.	Message Broadcast Service	Message Broadcast Service: Service Description (CS/SER/004)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Message Broadcast Service: Service Description (SVM/SDM/SD/0018)	The service enables Post Office to communicate directly with Branches for the purpose of issuing instructions, advice, or information urgently.
3.	Training Counter Update Service	Counter Training Offices Strategy (IM/STR/056)	This service shall cease to be provided at Trigger Point T5 (Data Centre Ready for HNG-X).	This service will be withdrawn after its Trigger Event	Service to upgrade software in the Post Office estate of training and demonstration counter positions.

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	Call-Off Service	Initial CCD title and reference	Trigger Event	New CCD/Schedule title and reference	Brief HNG-X Service Description
4.	PODG Client File Re-Send Service			Data Centre Operations Service: Service Description Annex A (SVM/SDM/SD/003)	Service gives Post Office the ability to request that files transferred to a Post Office Client from PODG including AP Client Transaction files that are within thirty days of the original receipt of the file by PODG are resent to the Post Office Client.
5.	Client Take-On Service	Service Description for AP Client Take-On Service (CS/SER/011)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Reference Data Management Service: Service Description Annex A (SVM/SDM/SD/0013)	Service allows the automated payments service to be changed by the addition, modification or removal of APS Clients and Services for APS Clients where the change does not require a new interface connection.
6.	AP Client Delivery Agreement Change Service	Service Description for AP Client Delivery Agreement Change Service (CS/SER/012)	Commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout)	Reference Data Management Service: Service Description Annex B (SVM/SDM/SD/0013)	Service allows Post Office to request from a range of predefined changes to the live delivery agreement for an APS Client.
7.	Horizon Icon Service	Icon Business Change CCDs	This Service shall cease to be provided at Trigger Point T6 (Counter Application Rollout Complete)	This service will be withdrawn after its Trigger Event	Service for the provision of new icons.

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	Call-Off Service	Initial CCD title and reference	Trigger Event	New CCD/Schedule title and reference	Brief HNG-X Service Description
8	Receipt Template Service	Not applicable	This Service has no predecessor and shall be applicable from 01/06/07	Receipt Template Service: Service Description (SVM/SDM/SD/0022)	This service applies to Horizon only and would need updating for HNG-X
9	Penetration Testing	Not applicable	Purchase Order	Service Management Service: Service Description (SVM/SDM/SD/017)	Process support involving an active analysis by Fujitsu Services Limited of the system for any potential vulnerabilities
10	PODG Client Connection Service	Not Applicable	This service has no predecessor	Data Centre Operations Service: Service Description Annex C (SVM/SDM/SD/0003)	A collection of services which can be procured by Post Office in relation to changes to existing PODG data transfer services or introduction of new PODG data transfer services.
11	Training Controls Disablement and Re-Enablement Service	Not Applicable	This service has no predecessor	Service Management Service: Service Description Annex D (SVM/SDM/SD/0007)	A service to fulfil Requests to Disable Training Controls and Requests to Re-Enable Training Controls when requested by Post Office.

2.3 Table C: Service Integration Services

	Service Integration Service	Initial CCD title and reference	Trigger Event	New CCD/Schedule title and reference	Brief HNG-X Service Description
1.	Superstock Service (Ceased to be provided from 30 th June 2012)	Ceased to be provided from 30 th June 2012	Ceased to be provided from 30 th June 2012	Ceased to be provided from 30 th June 2012	Ceased to be provided from 30 th June 2012

2.4 Table D: Third Party Management Services

	Name of Third Party	Initial CCD title and reference	Trigger Event	New CCD/Schedule title and reference	Brief HNG-X Service Description
1.		Not applicable	This Service shall be applicable from Trigger Point T1 (Amendment Date)	Third Party Management Service: Service Description (SVM/SDM/SD/0021)	This service will include a description of the third party management service. Initially this row is left blank because there is no third party management service as at the Amendment Date.

3. STRUCTURE OF SERVICE DESCRIPTIONS

3.1 With the exception of any new BCSF Service (which shall be dealt with under paragraph 4 of Schedule B3.2), if any other new HNG-X Services are introduced under the Change Control Procedure these will be added to the appropriate Table in paragraph 2 of this Schedule B3.1 and CCD(s) shall be produced in relation to such new Services that contain at least the following information:

- 3.1.1 service summary;
- 3.1.2 service definition;
- 3.1.3 service availability;
- 3.1.4 service level targets and remedies;
- 3.1.5 service limits and volumetrics;

3.1.6 reference to associated Charges (where necessary) within Schedule D1;

3.1.7 dependencies and interfaces to the Operational Services;

3.1.8 Post Office dependencies and responsibilities (if any);

3.1.9 business continuity; and

3.1.10 the documentation set supporting the Service.

4. ASSOCIATED DOCUMENTS

4.1 The following CCDs are associated with this Schedule B3.1:

	Document Reference	Document Title
1	CS/SER/002	Horizon Systems Helpdesk: Service Description
2	CS/SER/007	Service Description for Data Centre Operations Service
3	CS/SER/022	Service Description for the SAP Hosting Service
4	CS/SER/008	Service Description for Systems Management Service
5	CS/PRD/058	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data
6	CS/SER/009	Service Description for Third Line Software Support Service
7	CS/SER/015	Management Information Service: Service Description
8	CS/SER/010	Transaction Benchmark Service: Service Description
9	CS/SER/014	Service Management Service: Service Description
10	PA/PER/033	Horizon Capacity Management and Business Volumes

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	Document Reference	Document Title
11	NB/PRO/002	On Line Services Reconciliation & Incident Management (to be renamed On-Line Reconciliation Incident Management)
12	CS/SER/018	On Line Services Data Reconciliation Service
13	Not Used	Not Used
14	Not Used	Not Used
15	CS/SER/016	Service Description for the Security Management Service
16	Not Used	
17	CS/PDN/015	Operational Business Change – Branch, Service Descriptions and Schedule of Service Prices
18	Not Used	Not Used
19	CS/SER/004	Message Broadcast Service Description
20	IM/STR/056	Counter Training Offices Strategy
21	Not Used	Not Used
22	Not Used	Not Used
23	Not Used	Not Used
24	CS/PDN/018	Horizon Icon Service Description
25	Not Used	Not Used
26	SVM/SDM/SD/0001 (Expired as of 2 nd July 2014)	Service Desk: Service Description
27	Withdrawn in CCN1616b	
28	SVM/SDM/SD/0014	Operational Business Change (Branch Change) Service: Service Description

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	Document Reference	Document Title
29	SVM/SDM/SD/0003	Data Centre Operations Service: Service Description
30	SVM/SDM/SD/0011	Branch Network: Service Description
31	SVM/SDM/SD/0012	Central Network Service: Service Description
32	SVM/SDM/SD/0006	Systems Management Service: Service Description
33	SVM/SDM/SD/0013	Reference Data Management Service: Service Description
34	SVM/SDM/SD/0004	Third Line Support Service: Service Description
35	SVM/SDM/SD/0016	Management Information Service: Service Description
36	SVM/SDM/SD/0007	Service Management Service: Service Description
37	SVM/SDM/SD/0015	Reconciliation Service: Service Description
38	SVM/SDM/SD/0017	Security Management Service: Service Description
39	SVM/SDM/SD/0005	Application Support Service (Fourth Line): Service Description
40	SVM/SDM/SD/0019	Communications Management Team Service: Service Description
41	SVM/SDM/SD/0018	Message Broadcast Service: Service Description
42	Not Used	Not used
43	SVM/SDM/SD/0021	Third Party Management Service: Service Description
44	Not Used	
45	BD/AIS/001	PostShop Data to ISA AIS
46	SVM/SDM/SD/0022	Receipt Template Service: Service Description
47	Removed	Removed

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	Document Reference	Document Title
48	SVM/SDM/SD/1977	Salesforce Support Service Service Description
49	Not Used	Not Used
50	Not used	Not used
51	SVM/SDM/SD/2192	Credence/MDM Service Service Description

4.2 The following CRDs are associated with this Schedule B3.1:

	Document Reference	Document Title
<u>1</u>	<u>Withdrawn by CCN1743</u>	