



**FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)**

**Document Title:** Application Support Service (Fourth Line): Service Description

**Document Reference:** SVM/SDM/SD/0005

**Release:** Not Applicable

**Abstract:** Service description of the Application Support Service (Fourth Line) provided under contract to Post Office

**Document Status:** APPROVED

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**External Distribution:** As reviewer and approver lists.

**Information Classification:** See section 0.8 for details.

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## 0 Document Control

### 0.1 Table of Contents

|             |   |          |
|-------------|---|----------|
| <b>0</b>    | <b><u>DOCUMENT CONTROL</u></b> .....  | <b>2</b> |
| <b>0.1</b>  | <b><u>Table of Contents</u></b> .....   | <b>2</b> |
| <b>0.2</b>  | <b><u>Document History</u></b> .....  | <b>3</b> |
| <b>0.3</b>  | <b><u>Review Details</u></b> .....  | <b>4</b> |
| <b>0.4</b>  | <b><u>Associated Documents (Internal &amp; External)</u></b> .....              | <b>4</b> |
| <b>0.5</b>  | <b><u>Abbreviations</u></b> .....   | <b>5</b> |
| <b>0.6</b>  | <b><u>Glossary</u></b> .....  | <b>5</b> |
| <b>0.7</b>  | <b><u>Changes Expected</u></b> .....  | <b>5</b> |
| <b>0.8</b>  | <b><u>Information Classification</u></b> .....                                  | <b>5</b> |
| <b>1</b>    | <b><u>SERVICE SUMMARY</u></b> .....   | <b>6</b> |
| <b>1.1</b>  | <b><u>The Application Support Service (Fourth Line) provides:</u></b> .....     | <b>6</b> |
| <b>2</b>    | <b><u>HNG-X</u></b> .....   | <b>6</b> |
| <b>2.1</b>  | <b><u>Service Definition</u></b> .....  | <b>6</b> |
| 2.1.1       | <u>Software Support</u> .....   | 6        |
| <b>2.2</b>  | <b><u>Service Availability</u></b> .....  | <b>7</b> |
| <b>2.3</b>  | <b><u>Service Levels and Remedies</u></b> .....                                 | <b>7</b> |
| 2.3.1       | <u>General Principles</u> .....   | 7        |
| 2.3.2       | <u>Service Level Relief</u> .....   | 7        |
| 2.3.3       | <u>Rectification Plan</u> .....   | 7        |
| 2.3.4       | <u>Service Levels for which Liquidated Damages Apply</u> .....                  | 7        |
| 2.3.5       | <u>Service Levels for which Liquidated Damages Do Not Apply</u> .....           | 7        |
| 2.3.6       | <u>Operational Level Targets</u> .....  | 7        |
| 2.3.7       | <u>Performance Metrics</u> .....  | 7        |
| 2.3.8       | <u>Design Targets</u> .....   | 7        |
| <b>2.4</b>  | <b><u>Service Limits and Volumetrics</u></b> .....                              | <b>7</b> |
| <b>2.5</b>  | <b><u>Assets and Licences</u></b> .....   | <b>8</b> |
| 2.5.1       | <u>Assets</u> .....   | 8        |
| 2.5.2       | <u>Licences</u> .....   | 8        |
| <b>2.6</b>  | <b><u>Charges</u></b> .....   | <b>8</b> |
| 2.6.1       | <u>Operational Fixed Charge</u> .....   | 8        |
| 2.6.2       | <u>Operational Variable Charge</u> .....  | 8        |
| 2.6.3       | <u>Additional Operational Variable Charges</u> .....                            | 8        |
| <b>2.7</b>  | <b><u>Dependencies and Interfaces with other Operational Services</u></b> ..... | <b>8</b> |
| 2.7.1       | <u>Third Line Support Service</u> .....   | 8        |
| <b>2.8</b>  | <b><u>Post Office Dependencies and Responsibilities</u></b> .....               | <b>8</b> |
| <b>2.9</b>  | <b><u>Business Continuity</u></b> .....   | <b>8</b> |
| 2.9.1       | <u>Fujitsu Services Responsibility</u> .....                                    | 8        |
| 2.9.2       | <u>Major Business Continuity Incident (MBCI) management process</u> .....       | 9        |
| <b>2.10</b> | <b><u>Documentation Set Supporting the Service</u></b> .....                    | <b>9</b> |



## 0.2 Document History

| Version No. | Date         | Summary of Changes and Reason for Issue  | Associated Change – CCN 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 4 <sup>th</sup> 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                           |
| 6.1         | 10-July_2014 | Removal of references to Service Desk and other surplus text   | CCN1409                           |
| 6.2         | 01-Oct-2014  | Minor revisions following internal review: remove Accuracy Statement and Service Desk SD reference; add CCN ref.                                   | CCN1409                           |
| 7.0         | 29-Nov-2016  | Approval version   |                                   |
| 7.1         | 03-Aug-2021  | Amend 1.1(b), add sentence "The investigation and resolution of new Incidents..."  | CCN1623b                          |
|             |              | Amend 1.1(b) and 2.1.1(f), add words "or Post Office Cloud".   | CCN1678                           |
|             |              | Amend 2.1.1(f) to correct erroneous reference, from SVM/SDM/OLA/0017 to SVM/SDM/PRO/0875.  | Not subject to a CCN              |
| 7.2         | 20-Sep-2021  | Delete "and" from 1.1(b); delete sentence referring to Fujitsu internal "support guide" from 2.1.1(f) (as agreed with POL during document review). | Not subject to a CCN              |
| 8.0         | 22-Nov-2021  | Approval version   |                                   |
| 8.1         | 10-Nov-2023  | Amended paragraph 1.1b in respect of the completion of the HNG-A Application migration.  | CCN1703a                          |
| 8.2         | 24-Nov-2023  | Amended as a result of Fujitsu review feedback   |                                   |
| 9.0         | 05-Apr-2024  | Approval version   |                                   |



### 0.3 Review Details

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(\* ) = Reviewers that returned comments

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|--|------|
| Position/Role  | Name |
|  |      |
|  |      |

### 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<br>(DO NOT REMOVE) | See note above |      | POA Generic Document Template         | Dimensions |
| PGM/DCM/ION/0001                    |                |      | POA Document Reviewers/Approvers Role | Dimensions |





| Reference                   | Version | Date | Title   | Source     |
|-----------------------------|---------|------|---|------------|
| (DO NOT REMOVE)             |         |      | Matrix  |            |
| CON/MGM/005<br>(BP/DOC/021) |         |      | Post Office Ltd and Fujitsu Services<br>Business Continuity Interface Agreement | PVCS       |
| PGM/DCM/PRO/0001            |         |      | HNG-X Document Control Process  | Dimensions |
| SVM/SDM/SD/0003             |         |      | Data Centre Operations Service: Service<br>Description                          | Dimensions |
| SVM/SDM/SD/0004             |         |      | Third Line Support Service: Service<br>Description                              | Dimensions |
| SVM/SDM/SD/0006             |         |      | Systems Management Service: Service<br>Description                              | Dimensions |
| SVM/SDM/SD/0007             |         |      | Service Management Service: Service<br>Description                              | Dimensions |
| SVM/SDM/SD/0012             |         |      | Central Network Service: Service Description                                    | Dimensions |
| SVM/SDM/SIP/0001            |         |      | HNG-X Business Continuity Framework   | Dimensions |

## 0.5 Abbreviations

| Abbreviation | Definition |
|--------------|------------|
|              |            |

## 0.6 Glossary

| Term                           | Definition  |
|--------------------------------|---|
| Central Network Service        | means the service for managing and supporting the Central Telecom Infrastructure providing networking between and to/from the Data Centres.   |
| Data Centre Operations Service | means the service for managing and supporting the HNG-X Central Infrastructure installed in the Data Centres.   |
| Knowledge Base Article (KBA)   | means records (or "articles") in a Knowledge Base used to record "known errors", workarounds, progress on resolutions and responses to "frequently asked questions". Replacements to the "Known Error Log" (KEL) records previously used. |
| 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)  |
| Systems Management Service     | means the service providing event management support (provided by SMC) and software distribution and management services (managed by SMG).  |
|                                |   |

## 0.7 Changes Expected

| Changes  |
|--|
| Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.  |
| Correction of updated procedures for Live Defect Management at para 2.1.1 (b), including replacing references to "KEL"s with "KBA"s, to be made by future CCN. |

## 0.8 Information Classification

The author has assessed the information in this document for risk of disclosure and has assigned an information classification of FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE).



## 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 Replaced Branch Infrastructure, HNG-X Central Infrastructure or Post Office Cloud environments which cannot be otherwise resolved either due to technical or resource limitations by the Third Line Support Service. The investigation and resolution of new Incidents related to Software within the Replaced Branch Infrastructure will include any Incidents identified as HNG-A Application related, but not those Incidents caused by any software provided by Post Office or its third parties (e.g. operating system, anti-virus or driver software).

## 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 Post Office's IT 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 other Services 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 the other Services;
- (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 knowledge transfer (which may include provision of source code, if appropriate) 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 or Post Office Cloud environments;



- (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) delivering secure coding training on an annual basis;
- (i) maintaining the secure coding guidelines on an annual basis; and
- (j) perform code reviews for all code developed, to ensure it adheres to the secure coding guidelines.

## 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).

### 2.3.5 Service Levels for which Liquidated Damages Do Not Apply

There are no specific SLTs for which liquidated damages apply that are linked directly with the Application Support Service (Fourth Line).

### 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).

### 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.





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## 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.