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POLSAP Hosting Service, Service Description

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POST OFFICE

Document Title:	POLSAP Hosting Service, Service Description
Document Reference:	SVM/SDM/SD/2191
Release:	POLSAP
Abstract:	Describes the POLSAP Hosting Service
Document Status:	WITHDRAWN
Author & Dept:	Andrew Hemingway (Matthew Lenton)
External Distribution:	As Approver and Reviewer lists in this document.
Security Risk Assessment Confirmed	YES, security risks have been assessed, see section 0.9 for details.

Approval Authorities:

Name	Role	
Dionne Harvey	IT Contracts Manager	See Dimensions for record
Alex Kemp	Senior Operations Manager	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

Only integer versions are authorised for development.

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change CP/CCN/PEAK Reference
0.1	25/1/14	Document created	CCN1400
1.0	13-May-2014	Approval version	
1.1	27-Jan-2015	Extension of POLSAP Hosting Service beyond 31st March 2015	CCN1418
1.2	06-Sep-2016	Introduced, due to the termination of the POLSAP Application Support Service on the 5th October 2016. This service description comes into effect on 5th October 2016.	CCN1609a
1.3	03-Oct-2016	Inclusion of Open Text and Oracle licenses and support. This service description comes into effect on 5th October 2016.	CCN1609a
1.4	03-Oct-2016	Fujitsu internal drafting changes	CCN1609a
1.5	03-Oct-2016	Fujitsu internal drafting changes. This service description comes into effect on 5th October 2016.	CCN1609a
2.0	28-MAR-2017	Approved on approval of CCN1609d	CCN1609d
2.1	07-Jul-2017	Matthew Lenton: Extension of POLSAP Hosting Service from Midnight on 31-Mar-2017 to 31-Mar-2018.	CCN1620c
3.0	25-Aug-2017	Approval version	
3.1	16-Jul-2018	Matthew Lenton: Extension of POLSAP Hosting Service from Midnight on 31-Mar-2018 to 23:59 on 31-Dec-2018.	CCN1633a
3.2	23-Jul-2018	Matthew Lenton: Section 0.3 replaced Anna Schofield with Bethan Jones; added Jeff Lewis as optional reviewer.	
4.0	27-Jul-2018	Approval version	
WD	01-Oct-2019	WITHDRAWN: Termination of POLSAP Hosting Service	CCN1655

0.3 Review Details

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Review Comments by:	
Review Comments to:	Matthew Lenton + POA Document Management

Mandatory Review	
Role	**Name**
Infrastructure Delivery Manager	Andrew Hemingway
Commercial Manager	Helen Venters
SSC (for Configuration Management)	Steve Parker; SSC Duty Manager
Service Architect	Phil Boardman
POL Head of IT Contract Management	Dionne Harvey **GRO**
Atos Service Manager	Bethan Jones

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Optional Review	
Role	**Name**
Post Office Account Commercial	Post Office Account Commercial Mailbox
Security Architect	Dave Haywood
Application Development Manager	Graham Allen
Business Continuity	Almizan Khan
Fujitsu Solution Owner	As appropriate and if relevant for current change
Network Operations Manager	Chris Harrison
Systems Mgt & Global Cloud	Jerry Acton
Senior Operations Manager	Alex Kemp
Quality and Compliance	Bill Membery
Application Lead SDM, Risk and Service Introduction	Yannis Symvoulidis
CISO	Stephen.Godfrey(GRO)
Document Manager	Matthew Lenton
Senior Service Delivery Manager	Steve Bansal
Operational Change/Release Management	Alan Wright
POL Interim Vendor Manager	Jeff Lewis GRO
POL Head of IT Service - Back Office	Ben Cooke GRO

(*) = Reviewers that returned comments

Issued for Information – Please restrict this distribution list to a minimum	
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 (DO NOT REMOVE)	See note above	See note above	POA Generic Document Template	Dimensions
PGM/DCM/ION/0001 (DO NOT REMOVE)			POA Document Reviewers/Approvers Role Matrix	Dimensions
SVM/SDM/PRO/0018			POA Operations Incident Management Procedure	
SVM/SDM/SD/0003			Data Centre Operations Service, Service Description	
SVM/SDM/SD/0004			Third Line Support Service, Service Description	
SVM/SDM/SD/0006			Systems Management Service, Service Description	
SVM/SDM/SD/0007			Service Management Service, Service Description	

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Reference	Version	Date	Title	Source
SVM/SDM/SD/0011			Branch Network Service, Service Description	
SVM/SDM/SD/0012			Central Network Service, Service Description	
SVM/SDM/SD/0013			Reference Data Service, Service Description	
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service, Service Description	
SVM/SDM/SD/0016			Management Information Service, Service Description	
SVM/SDM/SD/0017			Security Management Service, Service Description	
SVM/SDM/SIP/0001			HNG-X Business Continuity Framework	
SVM/SDM/PRO/0001			POA Operations Major Incident Procedure	
SVM/SDM/OLA/0872			POLSAP Hosting Service Working Document (Operational Level Agreement)	

0.5 Abbreviations

Abbreviation	Definition
BC	Business Continuity
DR	Disaster Recovery
IPsec	Internet Protocol Security
ITIL	Information Technology Infrastructure Library
MSC	Managed Service Change
POLSAP	The POLSAP application
VPN	Virtual Private Network

0.6 Glossary

Term	Definition
Development SAP System	Means the platform used to host the SAP Software instance known as PLD, including PLD itself
Production SAP System	Means the platform used to host the SAP Software instance known as PLP, including PLP itself
QA/Test SAP System	Means the platform used to host the SAP Software instances known as PLQ, and PLE, including PLQ and PLE themselves
SAP System	The QA/Test SAP System, the Development SAP System and the Production SAP System

0.7 Changes Expected

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Changes

0.8 Accuracy

Not applicable.

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 POLSAP Hosting Service is responsible for the provision of hosting for the POLSAP environment, which includes, for example; servers and storage within the Fujitsu Services IRE11 and IRE19 Data Centre environments.

1.2 The primary elements of the POLSAP Hosting Service cover the day to day management and operational control of the Data Centre environments located in the live Data Centre and the Disaster Recovery (DR) Data Centre.

1.3 Operational staff will be appropriately trained to carry out the POLSAP Hosting Service process, which includes monitoring capability within each of the respective Data Centres to an agreed level.

1.4 The POLSAP Hosting Service provides on-site operational support in order to identify / minimise interruptions to the POLSAP Service provided by Fujitsu Services.

1.5 Changes to the Data Centre environments shall be made without impacting the live service and in accordance with Fujitsu Services' corporate working practices and operational standards. No changes will be carried out within the Data Centre without an approved change record. The operational hours of the POLSAP Hosting Service are 06:00 to 22:00 Monday to Friday, excluding bank holidays.

1.6 The POLSAP Hosting Service shall be fully compliant with the security management standards and policies and follow approved procedures as set out within the Contract Controlled Document (CCD) entitled: "*Security Management Service, Service Description*" (SVM/SDM/SD/0017).

1.7 The live Data Centre will run in an active / DR mode with the DR Data Centre being used for testing. The live Data Centre (including the communications in and out of the building) is, in its own right, fully resilient. There are single high capacity network links in each data centre. Resilience is achieved by triangulation, for example, of the single network link into the live Data Centre fails then traffic will use the single high capacity link into the DR Data Centre and traverse the inter campus link. Also many network components are active / active across the data centres. Business Continuity testing is completed at regular intervals, as detailed in the Working Document entitled: "*HNG-X Business Continuity Framework*" (SVM/SDM/SIP/0001).

1.8 The POLSAP Hosting Service provides network VPN connections to the Next Supplier (this being Accenture in Hof and Kronberg. In addition, the POLSAP Hosting Service utilises shared network components delivered by the "Central Network Service" as detailed in SVM/SDM/SD/0012.
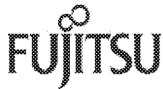
2 POLSAP Hosting

2.1 Service Definition

2.1.1 Key Activities

2.1.1.1 Access control

The POLSAP Hosting Service will conform to the controls and procedures around access to the Data Centre environments as defined in the CCD entitled: *"Security Management Service, Service Description"* (SVM/SDM/SD/0017).

2.1.1.2 Incident Management

Incidents will be recognised from the following sources:

- From POLSAP Users, via the Post Office Service Integrator's support desk

- From the Next Supplier's (Accenture's) application administrators, via the Post Office Service Integrator's support desk

- Raised as a result of automatic alerts from the POLSAP Central Infrastructure, which is defined in 2.1.2.1 below.

Post Office Service Integrator shall be responsible for managing all reported Incidents and Problems. The Post Office Service Integrator will pass a call to Fujitsu Services if it is determined that it is an infrastructure problem in the POLSAP hosting environment. Should alerts in the estate require application administrative actions to resolve, then Fujitsu Services will raise an incident with the Post Office Service Integrator support desk for resolution by the Next Supplier.

Fujitsu Services will be responsible for informing Post Office of any service affecting Incidents.

The POLSAP Hosting Service will conform to the Fujitsu Services Post Office Account (POA) Incident management process as defined in the Working Document entitled: *POA Operations Incident Management Procedure (SVM/SDM/PRO/0018)* for the following types of Incident management:

2.1.1.2.1 Major Incident Management

Major Incidents will be managed in accordance with the Working Document entitled: *POA Major Incident Procedure (SVM/SDM/PRO/0001).*

2.1.1.3 Environmental Management

(a) The POLSAP Hosting service will participate in the maintenance plan detailed in the *Data Centre Operations Service, Service Description (SVM/SDM/SD/0003).*

(b) Fujitsu Services shall implement the maintenance schedule as a series of MSC's throughout the year. The maintenance schedule shall be reasonably flexible to accommodate any Hardware that requires additional maintenance activities to be undertaken, as identified by the specific Fujitsu Services Hardware supplier.

2.1.1.4 Configuration Management

The POLSAP Hosting Service will be responsible for maintaining information regarding:

- data cabling and relationships between equipment;

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- power cabling and relationships between equipment;

- rack locations;

- on-site equipment

- Documentation – e.g. site access forms & delivery notes.

2.1.2   Service Boundaries

The Service Boundaries are depicted in Figure 1, below.

The end users' access to POLSAP is via the Royal Mail SAP E-Portal, which is part of the CSC environment.

Accenture, as the Next Supplier of services previously provided as the POLSAP Applications Support Service, shall provide administration of and support for the POLSAP software.


Figure 1: POLSAP Roles

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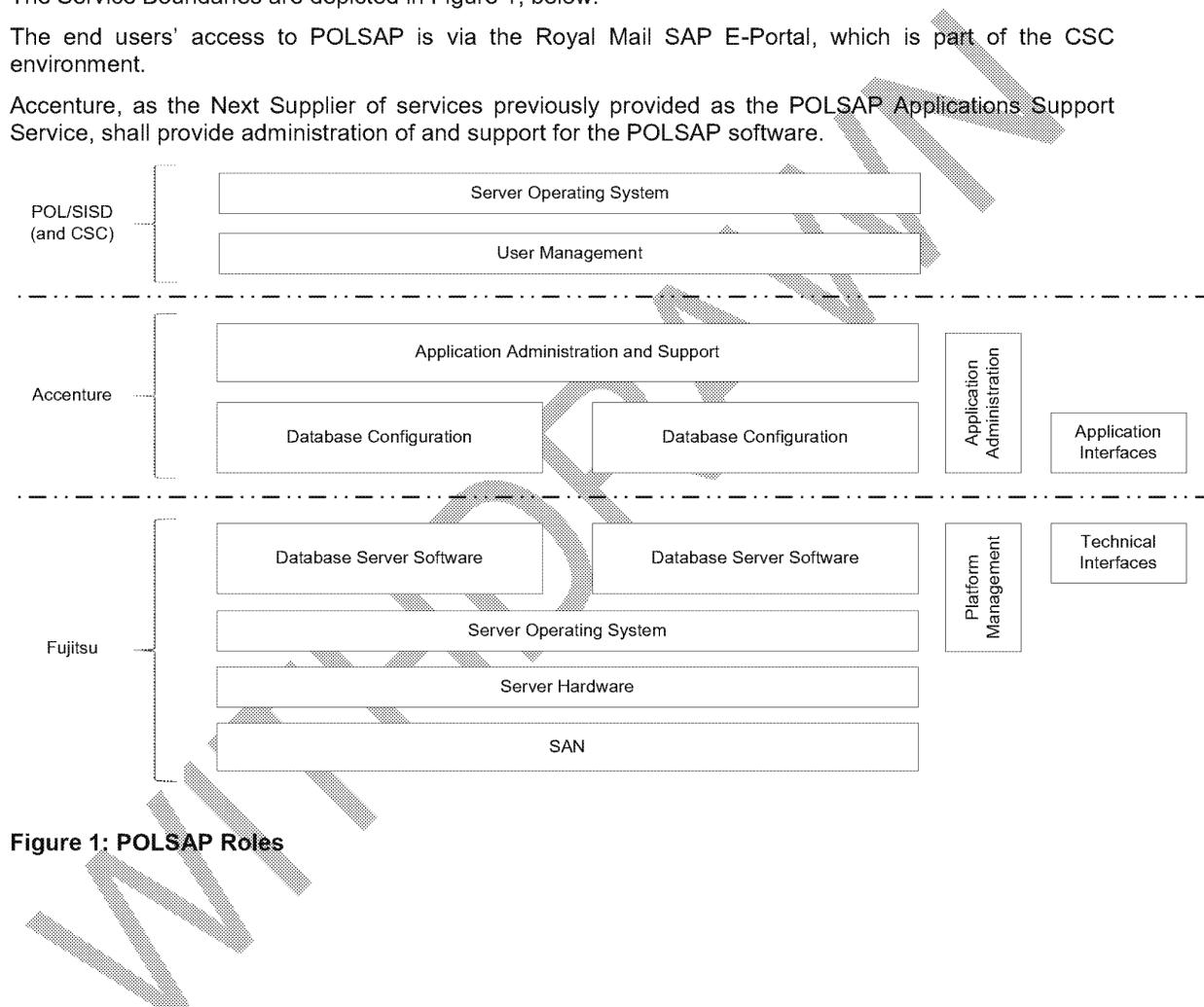
2.1.2.1 The POLSAP Solution

Figure 2, below, outlines the POLSAP application solution, detailing those systems comprising the POLSAP Central Infrastructure hosted and supported by the POLSAP Hosting Service:
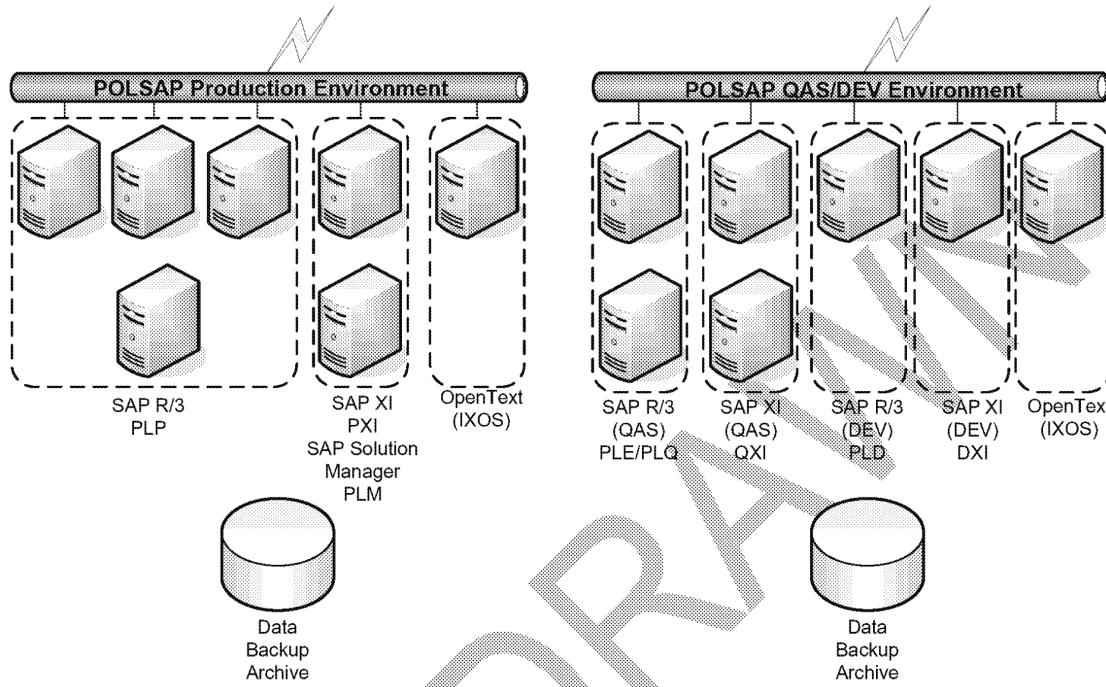

Figure 2: POLSAP Central Infrastructure

2.1.2.2 Network Links to the Next Supplier (Accenture)

The network between the POLSAP Hosting Service and Accenture in Hof and Kronberg is provisioned via the public internet.

2.1.3 Capacity management

Further details of Fujitsu Services' obligations relating to capacity management are set out in section 2.1.5.4 of the CCD entitled 'Systems Management Service, Service Description' (SVM/SDM/SD/0006) however for avoidance of doubt the resource associated of performing such obligation are included in POLSAP Hosting Service.

It is noted that the network IPsec VPN's to Accenture are configured over the shared Post Office internet circuit. This internet circuit is currently specified at 10Mbps and any use of this circuit beyond existing capacity resulting in present services being impacted would mean the need to upgrade the circuit or isolate traffic to restore access to existing services.

2.1.4 Managed Service Change

The POLSAP Hosting Service will create and/or impact Managed Service Change MSC's for operational changes in accordance with section 2.1.6 of the CCD entitled: *"Service Management Service, Service Description"* (SVM/SDM/SD/0007), however for avoidance of doubt the resource associated of performing such obligation are included in POLSAP Hosting Service.

2.1.5 Service Management

2.1.5.1 Management of the POLSAP Hosting environment

To ensure the number of hardware failures is kept to a minimum thereby containing risk to both Post Office and Fujitsu Services, Fujitsu Services shall:

1. Continually monitor the state of repair of the installed Hardware within the POLSAP Hosting environment and pro-actively manage the introduction of replacement parts in the appropriate circumstances; and;

2. Continually monitor the performance of the Hardware within the POLSAP Hosting environment and pro-actively log and assist in the resolution of any degradation in performance of such hardware.

It is acknowledged that certain components within the POLSAP Hosting Service will be beyond vendor support lifecycle after 1st April 2016. Refer to CCN1512c (Extension of POLSAP Hosting Service & POLSAP Applications Support Service beyond 31st March 2016), CCN1620c (POLSAP Hosting Service from Midnight on 31st March 2017 to 31st March 2018), and CCN1633a (POLSAP Hosting Service from Midnight on 31st March 2018 to 23:59 on 31st December 2018) for further details.

2.1.5.2 Continuity of Spares Supply

Fujitsu Services will ensure that an adequate spares provision exists for all hardware components within the POLSAP hosting environment where vendor support is available. NB: In relation to Bladeframe 400 spares, the CT1848 (Risk and Resilience Programme) may release some useable spares, and Fujitsu will make reasonable efforts to utilise these spares where possible.

Refer to CCN1512c (Extension of POLSAP Hosting Service & POLSAP Applications Support Service beyond 31st March 2016), CCN1620c (POLSAP Hosting Service from Midnight on 31st March 2017 to 31st March 2018), and CCN1633a (POLSAP Hosting Service from Midnight on 31st March 2018 to 23:59 on 31st December 2018) for further details.

Fujitsu Services will use reasonable endeavours to resolve incidents that relate to unsupported components. In the event that it is determined that component(s) require replacement during the period to 31st December 2018, then this shall be agreed using the Change Control Procedure. The Charge for the retention of the Open Text Sub-Contract until 31st December 2018 is set out in paragraph 6.11.1(i) of Schedule D1.

2.1.5.3 Continuous Service Improvement

Fujitsu Services will work closely with Post Office to identify and implement, where agreed, service or cost improvement initiatives within the POLSAP Hosting Service.

2.1.5.4 Service Reporting

The POLSAP Hosting Service shall, as required, provide service reporting for distribution to Post Office in accordance with the Service Management Service described in the CCD entitled: *"Service Management Service, Service Description"* (SVM/SDM/SD/0007).

2.1.5.5 Supplier Management

The POLSAP Hosting Service will be responsible for managing all third party suppliers utilised in the support of the POLSAP Hosting service. These activities include:

- defining the services that the supplier delivers;

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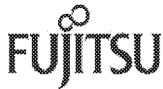
- negotiating with the supplier;

- establishing a contract with the supplier;

- monitoring the performance of the supplier;

- performing regular supplier reviews including service initiative reviews;

- managing problems related to the supplier; and

- Managing changes related to the supplier.

2.1.5.6 Provision of Licence Support

In producing CCN1609a (Termination of the POLSAP Applications Support Service), Fujitsu Services has been asked by Post Office to retain ownership of the Open Text licenses and Oracle licenses from 5th October 2016 until 31st March 2017 and as further extended in CCN1620c (POLSAP Hosting Service from Midnight on 31st March 2017 to 31st March 2018), and CCN1633a (POLSAP Hosting Service from Midnight on 31st March 2018 to 23:59 on 31st December 2018). Details of the license and support are set out in Attachment 2 to CCN1609a ("Open Text Sub-Contract"). Under the terms of the Open Text Sub-Contract, Open Text will be granting Fujitsu Services the right to sub-licence the "permitted parties" (Accenture) to use the software specified in Exhibit I to the Open Text Sub-Contract for the number of operators and installations specified in exhibit I to the Open Text Sub-Contract, whereas the licences are named user licences and not concurrent user licences. The Charge for the retention of the Open Text Sub-Contract until 31st March 2018 is set out in paragraph 6.11.1.i of Schedule D1.

In addition, Post Office have agreed that Fujitsu Services will retain ownership of the 6 Oracle Database Enterprise Edition – Processor Perpetual licenses until 31st March 2017 and as further extended in CCN1620c (POLSAP Hosting Service from Midnight on 31st March 2017 to 31st March 2018), and CCN1633a (POLSAP Hosting Service from Midnight on 31st March 2018 to 23:59 on 31st December 2018) previously used as part of the POLSAP Applications Support Service. The Charge for this continuation is set out in paragraph 6.11.1.ii of Schedule D1.

2.2 Dependencies on other operational services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the POLSAP Hosting Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with other Operational Services as follows:

2.2.1 The Service Management Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Service Management Service (see '*Service Management Service: Service Description*' (SVM/SDM/SD/0007)).

2.2.2 The Systems Management Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Systems Management Service (see '*Systems Management Service: Service Description*' (SVM/SDM/SD/0006).

2.2.3 The Central Network Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Central Network Service (see '*Central Network Service: Service Description*' (SVM/SDM/SD/0012)). The POLSAP Hosting service uses shared components also used by the Central Network service, thus the provision of the POLSAP hosting service is dependent on the Central Network Service being delivered by Fujitsu.

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2.2.4 The Branch Network Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Branch Network Service (see '*Branch Network: Service Description*' (SVM/SDM/SD/0011)).

2.2.5 The Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Data Centre Operations Service changed this may result in changes to the '*Management Information Service: Service Description*' (SVM/SDM/SD/0016)).

2.2.6 The Reference Data Management Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Reference Data Service (see '*Reference Data Management Service: Service Description*' (SVM/SDM/SD/0013)).

If the scope of the POLSAP Hosting Service changed, any alternative Service Provider would have to take over this role.

2.2.7 The Operational Business Change (Branch Change) Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Service OBC (Branch Change) Service (see '*Operational Business Change (Branch Change) Service: Service Description*' (SVM/SDM/SD/0014)).

2.2.8 The Third Line Support Service

Any changes to the scope of POLSAP Hosting Service may result in changes to the Third Line Support Service (see '*Horizon Online 3rd Line Application Support Service: Service Description*' (SVM/SDM/SD/0004)).

2.2.9 The Security Management Service

The POLSAP Hosting Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. Any changes to the scope of the Data Centre Operations Service may result in changes to the Security Management Service (see '*Security Management Service: Service Description*' (SVM/SDM/SD/0017)).

2.2.10 Data Centre Operations Service

Any changes to the scope of the POLSAP Hosting Service may result in changes to the Data Centre Operations Service (see '*Data Centre Operations Service: Service Description*' (SVM/SDM/SD/0003)). The POLSAP Hosting service uses shared components also used by the Data Centre operations service, thus the provision of the POLSAP hosting service is dependant the Data Centre operations Service being delivered by Fujitsu.

2.3 Service Levels

There are no service levels associated with the POLSAP Hosting Service.

2.4 Obligations

2.4.1 PCI

There are no PCI platform types within the POLSAP Hosting Service

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2.4.2 Post Office Dependencies and Responsibilities

Post Office responsibilities are as set out in Schedule A5 of the Agreement.

Post Office will procure that its Next Supplier, Accenture, complies with the terms of the Open Text Sub-Contract, which is set out in Attachment 2 to CCN1609a.

2.5 Business Continuity

There are no business continuity obligations as part of the POLSAP Hosting Service

2.5.1 Testing

The DR Data Centre has two functions, namely for business continuity/DR purposes on the one hand and for Release testing on the other. Data Centre business continuity and DR testing will not be performed during the hours of 9:00am to 5:30pm Monday to Friday, except in the case of a full Data Centre fail-over test. BC and DR tests will be done at an agreed time with POL out of normal business hours, i.e. evenings and weekends and there may well charges associated to complete these at these times. Whenever such Data Centre business continuity, DR testing and/or Data Centre fail-over tests take place, the DR Data Centre will not be available for Release testing. It is the responsibility of the POLSAP application administrators to perform the actions that need to be undertaken in order to fail over the POLSAP application during DR test.

2.5.2 Frequency

Fujitsu Services will carry out minimum of one (1) walkthrough and one (1) operational test per calendar year for the Data Centre, subject to agreeing the actual dates for such tests with Post Office, such agreement not to be unreasonably withheld. Such tests shall be carried out in accordance with the Working Document entitled: *"HNG-X Business Continuity Framework"* (SVM/SDM/SIP/0001).

2.6 Documentation set supporting the service

In addition to the document set listed at section 0.4 of this POLSAP Hosting Service, Service Description, the document set listed in Table 1 below supports the delivery of the POLSAP Hosting Service. Should any elements of the POLSAP Hosting Service be changed following agreement with Post Office, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in line with changes agreed.

Table 1: Documentation

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