



Document Title: Management Information Service: Service Description

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Abstract: Service Description for the Management Information Service as provided under contract to Post Office

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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	02/10/2006	Initial Approved Version	
1.1	07/12/2007	Removal of reference to Money Laundering and Multiple Transactions Reports as these are no longer provided to POL. Ceased at S50. This has been confirmed by POL (Jane Smith)	
2.0	19/02/2008	Approved version	CCN1216a
2.1	12/09/2008	Amended list of reviewers and review of document references.	
2.2	24/07/2009	Incorporation of comments against version 2.1; removal of reference to the SRB Annex	
2.3	17/12/2009	Update to Fujitsu approvers and reviewers only. Re-circulated for internal review only due to staff changes.	
3.0	09/02/2010	Version for Approval, Not Approved by Post Office	
3.1	09/03/2010	Incorporation of charges for Additional Superstock Reports in respect of the Superstock Service. (CP5007 (0451). CCN1276a	CP5007(0451) & CCN1276a
3.2	25/08/2010	Removal of reference to Automated Payments Service	
3.3	22/10/2010	Amended list of Reviewers due to personnel changes at Fujitsu; amendments to reflect service provided following introduction of Horizon Online (HNG-X) solution; remove reference to the Service Management Portal	
4.0	02/12/2010	Approved version	CCN1294d
4.1	06/02/2013	Removed reference to Service Management Portal	
4.2	19/08/2013	Re-introduced reference to Service Management Portal	
4.3	05/11/2013	Add section for Business Continuity; remove "time" from Transaction Benchmarking Service as this is a contractual term; re-instate Heading numbers	
5.0	08/11/2013	Approved Version	CCN1407
5.1	16/12/2021	Added section 2.1.6 Reporting for Information Only to conform to changes agreed via CCN1623b. Also updated this Document Control section to conform to updated document templates and with revised reviewers and approvers which changed since the previous version	CCN1623b
5.2	06/01/2022	Updated with review comments	CCN1623b
6.0	01/01/2022	Approval version	CCN1623b

0.3 Review Details

Review Comments by :	
Review Comments to :	Phil.Boardman GRO & POA Document Management

Mandatory Review	
Role	Name
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Management Information Service: Service Description

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<i>Issued for Information – Please restrict this distribution list to a minimum</i>	

(*) = Reviewers that returned comments

0.4 Associated Documents

Reference	Title	Source
SVM/SDM/SD/0003	Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/SD/0017	Security Management Service: Service Description	Dimensions
SVM/SDM/PRO/0017	Transaction Time Benchmarking, Joint Working Document	Dimensions
SVM/SDM/PRO/0018	RMGA Operations Incident Management Procedure	Dimensions
SVM/SDM/SD/0007	Service Management Service, Service Description	Dimensions
TST/GEN/STG/0001	HNG-X Testing Strategy	Dimensions

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

N.B. Printed versions of this document are not under change control.



0.5 Abbreviations/Definitions

Abbreviation	Definition
ARQ	Audit Retrieval Query
FTMS	File Transfer Management Service
Miscellaneous Data Queries	Ad-hoc MIS data requests received from Post Office outside of the contractual or regular MIS provision
SRB	Service Review Book
Transaction Time Benchmarking Credits	An allowance in time given for a component element of a Transaction time which cannot be regularly measured during a Transaction time benchmark exercise, for example, the speed of the network

0.6 Changes Expected

Changes

0.7 Accuracy

Not applicable.

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 Component services

The Management Information Service provides to Post Office, performance reporting and management information relating to the Services.

- (a) The delivery to Post Office of the monthly Service Review Book as detailed in section 2.1.1 of this Management Information Service, Service Description;
- (b) The delivery to Post Office of supporting information in relation to liquidated damages detailed in section 2.1.3 of this Management Information Service, Service Description;
- (c) The delivery to Post Office of management information in relation to Miscellaneous Data Queries which may be received by Fujitsu Services, as detailed in section 2.1.2 of this Management Information Service, Service Description;
- (d) The provision of the Service Management Portal to enable Post Office to access updates to service performance and Service Level Targets and
- (e) The provision of the Transaction Time Benchmarking Service, as set out in section 3 (Annex A) of this Management Information Service, Service Description.

1.2 Staff and delivery

Staff utilised for the Management Information Service will have the necessary skills to provide statistical and data analysis appropriate to the Management Information Service.

The delivery of the Management Information Service to Post Office may be via electronic medium, (FTMS or e-mail), compact disk (CD) or paper as agreed between Post Office and Fujitsu Services.

1.3 Exclusions

ARQ (Audit Retrieval Queries) will not form part of the Management Information Service and are covered separately under the Security Management Service as detailed in the CCD entitled: "Security Management Service, Service Description" (SVM/SDM/SD/0017).

Information in respect of prosecution support cases will not form part of the Management Information Service. Any information required of this nature should be directed to the Security Management Service as defined in the CCD entitled: "Security Management Service, Service Description" (SVM/SDM/SD/0017).



2 HNG-X

2.1 Service Definition

2.1.1 The Service Review Book

The SRB is the primary input into the Service Management Relationship and will record a summary of operational Services provided in the preceding calendar month. In doing so, Fujitsu Services will:

Deliver the SRB to Post Office within ten (10) Working Days of the end of the relevant calendar month. The SRB will contain Service Level Target data as follows: monthly SLT achievement reported over the previous 13 (thirteen) calendar months in the following format:

- SLT achievement, with the exception of all Data Services SLTs (Data File Delivery and Logistical Feeder Service), as detailed in the CCD entitled: "Data Centre Operations Service, Service Description" (SVM/SDM/SD/0003), shall be reported to one (1) decimal place; and
- SLT achievement for Data Services SLTs shall be reported to two (2) decimal places.

SLT achievement will be colour coded as follows:

- (a) green: SLT met – no issues to report;
- (b) amber: SLT missed – one off incident with action plan in place or not required; and
- (c) red: SLT missed – root cause unknown at this point or no action planned to resolve the issue and could re-occur.

Management summaries for each of the operational services – which were originally included in the Service Review Book - will be delivered to Post Office as separate documents or presentations at an agreed time each month.

2.1.2 Miscellaneous Data Queries

Post Office will be entitled to request and receive data from Fujitsu Services in addition to that described within sections 2.1.1 of this Management Information Service, Service Description.

If the Post Office intends to make a request, it will submit a Miscellaneous Data Query request via the Fujitsu Services 'ad-hocPostOfficeAccount' mailbox.

Fujitsu Services will log all Miscellaneous Data Query requests for future reference and audit requirements.

2.1.3 Supporting Liquidated Damages Calculations

On a monthly basis Fujitsu Services will provide Post Office with the data that has been used by Fujitsu Services to calculate the financial payments associated with any liquidated damages.

Post Office will advise Fujitsu Services if it considers any payment to be incorrect and both Parties will attempt to resolve any dispute at the operational level.

If a dispute cannot be resolved at the operational level, the issue will be escalated to the Service Management Relationship for discussion and resolution.

2.1.4 Service Management Portal

Fujitsu Services shall supply Post Office with real time access to available management information reporting via the Service Management Portal (SMP).



2.1.5 Service Management

2.1.5.1 Continuous Service Improvement

Post Office and Fujitsu Services will, as part of ITIL service management best practice work together to identify opportunities for elimination of duplicated effort and rationalisation of processes with the aim of delivering improved efficiency and / or cost savings as referred to in section 1.4 of the CCD entitled "Service Management Service, Service Description" (SVM/SDM/SD/0007).

2.1.6 Reporting for Information Only

Produce a "For Information" report, to be provided separately to the Service Review Book ("SRB") which provides data on the performance of activities within the HNG-X Systems that rely on Services from other Towers Contractors. This will be provided to Post Office without prejudice and for information only. The report is to be provided with the same frequency and timescales as the SRB; i.e. Delivered to Post Office within ten (10) Working Days of the end of the relevant calendar month. The reported data for the previous 13 (thirteen) calendar months shall be included and reported to two (2) decimal places, also in line with the SRB.

The data to be provided in the "For Information Only" report is defined below.

2.1.6.1 End-to-end Transaction Times Reporting

2.1.6.1.1 End-to-end Transaction Times: Banking Functions Transactions

For the purposes of Banking Functions Transactions, the measures to be reported are the result of the following calculation;

- a) for each Banking Functions Transaction, Fujitsu Services shall record the time "TE1" as the time elapsed between the request being generated at the relevant Counter Position and the corresponding authorisation being received back at that Counter Position;
- b) for each Banking Functions Transaction, Fujitsu Services shall record the time "TE2" which elapses between the time the request leaves the Fujitsu Services' domain for routing into the Banks' domain and the corresponding authorisation being received back into the Fujitsu Services' domain from the Banks; and
- c) Fujitsu Services shall calculate a value "TE" for each Banking Functions Transaction, as follows:

$$\text{TE} = \text{TE1} - \text{TE2}$$

In addition, Banking Functions Transactions shall be those for which a request is generated and a corresponding authorisation is received from the Banks before the earliest of the following events:

- the MCWP has expired;
- the Banking Functions Transaction is declined by the Clerk; and
- the Banking Functions Transaction fails, and

- d) No other Banking Functions Transaction shall be included in the calculation.

<u>Description</u>
<u>Average time (TE) for ALL Banking Functions Transactions</u>

2.1.6.1.2 End-to-end Transaction Times: Basket Settlement

Basket Settlement Transactions to be calculated and reported as follows;



<u>Description</u>
<u>Average time(*) for a Basket Settlement for ALL Basket Settlement Transactions</u>
<u>The proportion of Basket Settlements (within the 95 Percentile of average basket size) taking (*) <=7 seconds, for ALL Basket Settlement Transactions. This figure is reported as a percentage.</u>
<u>(*) is the time elapsed between the request being sent from the Counter and the corresponding response being returned to the Counter</u>

2.2 Service Availability

The Management Information Service will be available from 9:00hrs to 17:30hrs Monday to Friday excluding Bank Holidays.

2.3 Service Levels and Remedies

2.3.1 General Principles

The performance of the Management Information Service against the Operational Level Targets (OLT) applicable in respect of the Management Information Service shall be reviewed via the Service Management Relationship.

The values applicable to each of the Management Information Service OLTs are identified within section 2.3.5 of this Management Information Service, Service Description.

2.3.2 Service Level Relief

This section is not applicable to the Management Information Service.

2.3.3 Rectification Plan

See section 7.1 of Schedule C1 of the Agreement.

2.3.4 Service Levels for which Liquidated Damages Apply

There are no specific SLTs for which liquidated damages apply.

2.3.5 Operational Level Targets

Table 1

Report Title	OLT
Service Review Book	Close of business the 10 th Working Day following the calendar month being reported
Miscellaneous Data Query	By mutual agreement depending on the complexity of the query, and following receipt by Fujitsu Services of a specific Purchase Order from POL authorising payment for the work days required.



Where circumstances outside the normal course of business impact on the timing of provision of a Management Information Service report to Post Office then such report shall be provided to Post Office as soon as reasonably practical after the end of the period covered by the report. Fujitsu Services shall notify Post Office as soon as reasonably practicable after becoming aware of circumstances that will delay preparation or provision of a Management Information Service report.

2.3.6 Performance Metrics

The performance metrics associated with the Management Information Service are the Operational Level Targets described in 2.3.5 above.

2.3.7 Design Targets

There are no design targets associated with the Management Information Service.

2.4 Service Limits and Volumetrics

There are no specific service limits or volumetrics associated with the Management Information Service. If in order to comply with a Miscellaneous Data Query request, the Management Information Service is unable to complete the request, and Fujitsu Services, acting reasonably, expects to incur additional incremental costs, i.e. resource or systems costs, the Management Information Service will discuss the detail with Post Office and agreement will be reached as to the extent of the data to be supplied by the Management Information Service or any additional cost to be agreed by Post Office prior to the request being actioned.

2.5 Assets and Licences

2.5.1 Assets

There are no assets specific to the Management Information Service.

2.5.2 Licences

The Management Information Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Management Information Service are maintained to ensure they are current and valid for the version of third party software being used at the time. Where a licence or its associated support and maintenance is due to expire, and Fujitsu Services determine that renewal is required, the Management Information Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service.

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 Management Information Service.

2.6.3 Additional Operational Variable Charges



Additional Operational Variable Charges may be agreed between Post Office and Fujitsu Services on an ad hoc basis in respect of Miscellaneous Data Requests where an incremental resource or systems cost may be incurred by Fujitsu Services in carrying out the request, as described in section 2.4 of this Management Information Service, Service Description.

2.7 Dependencies and Interfaces to Other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Management Information Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. As at the Amendment Date, this Management Information Service interfaces with all of the Operational Services.

2.8 Post Office Dependencies and Responsibilities

In addition to those Post Office responsibilities set out in Schedule A5 of the Agreement, Post Office will make Miscellaneous Data Query requests using the standard Miscellaneous Data Query request form via the agreed route as described in section 2.1.2 of this Management Information Service, Service Description.

2.9 Business Continuity

In the event that access to live systems and tools is unavailable in the primary Management Information Service site, the service will use suitably configured laptops and support the system from home addresses.

2.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Management Information Service, Service Description, supports the delivery of the Management Information Services. Should any elements of the Management Information 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.



3 Annex A: Transaction Benchmarking Service

3.1 HNG-X

3.1.1 Summary

The Transaction Benchmarking Service provides a measure of transaction time performance for an agreed set of transactions which may be varied at any time subject to the Change Control Procedure and agreement between Post Office and Fujitsu Services. The Working Document entitled: "Transaction Time Benchmarking Process" (SVM/SDM/PRO/0017) gives details of these transactions.

Performance measurement (or transaction time benchmark evaluation) is limited to the Business Capabilities and Support Facilities of the nominated transactions, no account being taken of any manual or human/computer interface components.

For the avoidance of doubt, this Transaction Benchmarking Service shall not include the provision of video transaction time benchmarking.

3.1.2 Service Definition

Transaction time benchmark evaluation shall be carried out in accordance with the method described in the Working Document entitled: "Transaction Time Benchmarking Process" (SVM/SDM/PRO/0017).

Transaction time benchmark evaluations shall be auditable at all stages of the process.

Documents to be retained include:

- (a) the data giving the record times of the transaction time benchmark test transactions;
- (b) a spreadsheet comprising the processed transaction time benchmark results, the data captured from the timing exercise and the intermediate processing, including any agreed revision made thereto following review by Post Office; and
- (c) the test scripts.

Such documents shall be retained for a period of seven (7) years from the date of the relevant transaction time benchmark.

Transaction time benchmark evaluations shall be supported by this document and the performance statement Fujitsu Services shall provide to Post Office in writing arising out of each evaluation undertaken in accordance with the Working Document entitled: "Counter Transaction Time Performance - measurement and results".

The contracted transaction time benchmark target times against which the transaction time benchmark evaluation shall be measured are stated within the Working Document entitled: "Transaction Time Benchmarking Process" (SVM/SDM/PRO/0017).

The Working Document entitled: "Counter Transaction Time Performance - measurement and results" shall be up-issued following every benchmark evaluation and shall include:

- (a) amendment(s) to the transaction time benchmark target time(s) arising out of agreed Business Capabilities and Support Facilities changes resulting from the implementation of a Change Request under the Change Control Procedure including reasons for any such adjustment;
- (b) the new transaction time benchmark system component and aggregate times relating to the Release under examination;
- (c) the variance between the new transaction time benchmark times and the transaction time benchmark target times; and



- (d) the variance between the new transaction time benchmark times and the previous transaction time benchmark times.

The data recording part of the transaction time benchmark evaluation is carried out prior to the implementation of a Release. This is not to say that the Software implementation is dependant in any way upon the transaction time benchmark exercise or the results arising there from. It is the successful completion of testing, which is conducted under the control and management of Post Office that leads to the implementation of the software into the live environment as described in the CCD entitled: *TST/GEN/STG/0001 "HNG-X Testing Strategy"*.

The Transaction Benchmarking Service comprises transaction time benchmark evaluation of individual Business Capabilities and Support Facilities component times defined in the Working Document entitled: *"Transaction Time Benchmarking Process"* (SVM/SDM/PRO/0017).

The Business Capabilities and Support Facilities component times are generated from the execution of a representative set of transactions on a test rig within a test environment representing a real Post Office Branch as far as is reasonably practicable, with normal counter operation.

The outcomes of the transaction time benchmark evaluation are compared against the counter system component target times and the results of the previous transaction time benchmark evaluation. Any adverse variances are analysed and explained as far as is practicable.

The initial transaction time benchmark evaluation results shall be presented to Post Office for review within six (6) weeks of the commencement of the implementation of the Release in question.

The final transaction time benchmark results are formally presented to Post Office in accordance with the Working Document entitled: *"Counter Transaction Time Performance - measurement and results"*.

Regardless of whether the results of the transaction time benchmarking exercise have been delivered, in the event that a Release is implemented and there is an obvious degradation in performance in terms of transaction times and such degradation is visible to Users at the Branch and reported to the Service Desk, the Incident identified by Fujitsu Services as causing the degradation will be resolved in accordance with the Incident and problem management process set out in section 2.1.2 of the Service Management Service, Service Description and the Working Document entitled: *"RMGA Operations Incident Management Procedure"* (SVM/SDM/PRO/0018). To the extent that any such Incident is caused directly by any action of Fujitsu Services in breach of its obligations under this Agreement, the resolution of that Incident will be at Fujitsu Services' cost.

The transaction time benchmark target times, where applicable and carried forward to the next Release are subject to a five (5) per cent uplift with each Release to accommodate the likely increase in system contention arising from increased functionality and complexity inherent in the Release.

Whenever an agreed system change affects one or more of the measured system components, the transaction time benchmark target times shall be reviewed and amended by agreement between Fujitsu Services and Post Office (such agreement not to be unreasonably withheld or delayed).

The transaction time benchmark target times may also be changed as the result of an agreement between Post Office and Fujitsu Services to change the transaction time benchmarking method. Under such circumstances Transaction Time Benchmark Credits gained under the previous transaction time benchmarking method shall be carried forward.

When, on completion of a transaction time benchmark evaluation, the counter system component timings prove to be greater than the transaction time benchmark target times, this shall be deemed a "Transaction Time Benchmark Time Discrepancy".

In the event of a Transaction Time Benchmark Time Discrepancy the following provisions shall apply:

- (a) Post Office and Fujitsu Services shall agree (such agreement not to be unreasonably withheld) a method of rectification, including a timetable, (a "Rectification Plan") for each Benchmark Time Discrepancy (which plan may involve the agreement of an adjustment to the transaction time benchmark target times);



- (b) if the Rectification Plan requires changes to be made to the provisions of the Agreement including any CCD or Contract Referenced Document (CRD) changes shall be made pursuant to the Change Control Procedure;
- (c) any changes to the HNG-X Service Infrastructure required to rectify a Transaction Time Benchmark Time Discrepancy shall be made at no charge to Post Office;
- (d) each Transaction Time Benchmark Time Discrepancy shall not be a Default unless the Transaction Time Benchmark Time Discrepancy is material and within ninety (90) Working Days after the identification of that Transaction Time Benchmark Time Discrepancy the Parties have failed to reach agreement upon a Rectification Plan and the Transaction Time Benchmark Time Discrepancy has not been rectified by Fujitsu Services. In such a circumstance that material Transaction Time Benchmark Time Discrepancy shall become a Default upon expiry of that ninety (90) Working Day period; and
- (e) a failure by Fujitsu Services to comply with a Rectification Plan (and therefore fail to rectify the Transaction Time Benchmark Time Discrepancy) shall be a Default.

Section 3.1.2 of this Management Information Service, Service Description shall be without prejudice to Post Office's rights with respect to Release authorisation set out in section 4.1.1.6 of the Service Management Service, Service Description.

3.1.3 Service Levels and Remedies

There are no Service Level Targets associated with the Transaction Time Benchmarking Service.

3.1.4 Service Availability

The establishment of the test environment shall be scheduled in the Release plan so that the Transaction time recording part of the transaction time benchmarking exercise is completed before implementation of the Software Release.

The Transaction Time Benchmarking Service shall be provided upon request to Post Office, (in a timescale to be agreed with Fujitsu Services) following the implementation of an agreed change resulting from a Change Request under the Change Control Procedure.

3.1.5 Post Office Dependencies and Responsibilities

Post Office shall review and approve:

- the Transaction Benchmarking Service results;
- any revision to the contracted transaction time benchmark target times or the latest transaction time benchmark times;
- all other plans and documents to be submitted by Fujitsu Services pursuant to this Annex A (Transaction Benchmarking Service) of the Management Information Service, Service Description;

The Rectification Plan as described in section 3.1.2 of this Annex A (Transaction Time Benchmarking Service) of the Management Information Service, Service Description, in each instance, such approval not being unreasonably withheld or delayed.