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HNG-X GENERIC ACCEPTANCE PROCESS

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Document Title:	HNG-X GENERIC ACCEPTANCE PROCESS
Document Reference:	REQ/GEN/PRO/0735
Release:	Release Independent
Abstract:	This document describes the generic process and formal definitions that govern the Acceptance by Post Office Ltd of Releases onto the HNG-X System.
Document Status:	For Approval
Author & Dept.:	Steve.A.Evans(GRO
External Distribution:	As per reviewer and approver lists
Security Risk Assessment Confirmed	YES

Approval Authorities:

Name	Role	Signature	Date
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Stuart Banfield	POL IT Service Design and Assurance	See Dimensions for record	

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

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0 Document Control

0.1 Table of Contents

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	27/05/10	Initial Draft	
0.2	03/06/10	Revised following initial internal review	
0.3	30/06/10	Revised following informal initial review by POL	
0.4	18-Feb-2011	Revised in preparation for formal review	
0.5	16-May-2011	Minor updates to format, reviewers and security markings	
0.6	17-Oct-2017	Overhaul for Approval. Document references added. (Section 0.4) Abbreviations updated. (Section 0.5) Known excluded services and variations to the process amended/added (Sections 1.2/3) Updates (including addition of Section 2.1.1 to describe status of requirements repository/tooling: DOORS/QC) to describe alternative working processes where a DOORS archive is **NOT** available for use prior to a Release (which since Jan 2015 is the case) Updates to describe variations to the generic process for both POL Agile Projects and HNG-A (CCN1623 (Draft)) Updates to format, reviewers and security markings	
0.7	02-March-2018	Section 3 restructured to include recently agreed process around 4LS Maintenance content, and deferrals. Issued for **review**.	
1.0	21-March-2018	Issued for **APPROVAL**	

0.3 Review Details

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

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Review Comments to :	Steve.A.Evans@ GRO and *PostOfficeAccountDocumentManagement@ GRO*

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(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Doc ID	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	00			POA HNG-X Generic Document Template	Dimensions
PGM/PAS/PRO/0002	01			HNGxDBM Requirements and Solution Design Process	Dimensions
REQ/GEN/PRO/1386	02			Web Service Client Connection Process	Dimensions
SVM/SDM/PRO/1871	03			PODG Client Connection Procedure	Dimensions
SVM/SDM/SD/0013	04			Reference Data Management: Service Description	Dimensions
SVM/SDM/SD/0022	05			Receipt Template Service: Service Description	Dimensions
Contract Schedule A2	06			Relationship and Governance	POA Commercial

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

0.5 Abbreviations

Abbreviation	Definition
AP-ADC	Automated Payments Advanced Data Capture
BAU	See 'Release'
BIF	Business Impact Forum – determines priority of and need to fix a defect (Peak)
CBA	Counter Business Application (Fujitsu EPOS Software)
CCN	Contract Control Note – an amendment to or extension of the base HNGx Contract. The definition of new or withdrawn services are managed through CCN.
CCS	Client Connection Service (Also referred to as GWS)
CR	Change Request (from POL/ATOS)
CSP	Customer Solution Proposal – Customer facing Solution Design document, proposing one or more design options for implementation.
EUC	End User Compute Tower The HNG-A End User Compute Tower supplier (Current incumbent ComputaCentre) is responsible for deployment, management and security of the hardware devices, software applications and data for HNG-A.
GWS	Generic Web Service (Also referred to as CCS)
HNG	Horizon Next Generation - Fujitsu CBA running on HNG-X or HNG-A OS and infrastructure
HNG-A / HNGa	HNG – Horizon Anywhere – (CCN1623 (Draft)) Fujitsu CBA running on EUM (ComputaCentre) managed Windows 10 platform, over the Network Tower (Verizon) managed Network An assumption is made within this document at this version that CCN1623 for HNG-A will be signed and Approved by Post Office, and that no amendments are made to it that would affect any information contained within. An update might be required if this were to prove not to be the case.
HNG-X / HNGx	HNG - Horizon Plan 'X' – Fujitsu CBA running on Fujitsu managed NT4 platform, over the Fujitsu managed Branch Network Service
MSC	Managed Service Change system - Process and Tooling for managing, controlling and authorising **all** change to the Live Estate An MSC ticket is raised and is used to gain approval from the account stakeholders/teams so that they understand the details of the change that is being proposed, along with any risk and/or impacts involved. This is then authorised via the both Change Manager (FJS) and Service Integrator (Atos). ALL change to Live requires an MSC.
POA	Fujitsu Post Office Account
POL	Post Office Limited.
PTF	Peak Targeting Forum – determines the appropriate release that will be used to deliver a fix resolution (Peak)
QFP	Quality Filtering Process – in-project triage of defects to identify ownership, resolution or deferral.

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RAB	Release Authorisation Board
RAM	Release Acceptance Board Meeting
RMF	Release Management Forum – Initial triage of defects (Peaks) arising to facilitate ownership and resolution

0.6 Glossary

Term	Definition
Acceptance Into Service (POA Releases)	A POA Major Release (non-maintenance Release) is usually Accepted into Service 30days after the start of full-roll out (post-Pilot) to the Live Estate. At this point it is the 3LS/4LS, and not the Project/CT budget which is used to maintain the release functionality.
Atos	Provider of IT Services, acting as Systems Integrator to POL.
Maintenance Release	Resolution to defects which exist in Live operation. May include defects deferred from testing of a previous release, as agreed as part of the Acceptance process – **section 3**
Final Requirements Baseline	The set of POL Requirements that are subject to Release Acceptance for a specified Release.
Initial Requirements Baseline	The set of POL Requirements that are agreed as part of the Commercial Terms for a Release, and which may subsequently require transformation into the Final Requirements Baseline.
PEAK	Fujitsu proprietary defect management database / system. Individual tickets are called 'PEAKS'
Requirements Assurance	This process manages any changes to applicable POL Requirements as associated with the Commercials Terms documents for a Release into the required form and format of the Final Requirements baseline.
Substantial Functional Change	Software will be adjudged to have 'substantially changed' by POA 4LS Development where the volume of code and/or of functional change or complexity of support merits it.
Support	**3rd Line Support** (3LS) – Specialist Support of the Live Service, and analysis of issues, with access to Live environments (e.g. for Applications, the SSC). **4th Line Support** (4LS) – Development Teams who provide root cause analysis/code or configuration fixes for Live and Test issues, without access to Live environments.
Supported Tail	The full 'Supported Tail' potentially comprises ALL of the 'Release Tail'. The supported elements of the full 'Release Tail' may be limited through the application of this Policy to define a sub-set of Releases which are actually supported through 3LS and 4LS.

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0.7 Changes Expected

Changes
An assumption is made within this document at this version that CCN1623 for HNG-A will be signed and Approved by Post Office, and that no amendments are made to it that would affect any information contained within. An update might be required if this were to prove not to be the case.

0.8 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   Introduction

As a general principle, all HNG-X BAU Releases, initiated by a customer change request (CR), subject to commercial contractual terms (CT) and which result in software application changes to the Live Post Office Estate are subject to the HNG-X Generic Acceptance Process.

At the time of writing Post Office are managing a series of POL Agile Projects, and also releasing BAU Releases parallel to the HNG-X programme under the Horizon Anywhere (HNG-A) programme, which are subject to variations of the HNG-X Generic Acceptance Process. **Typical variations are detailed in section 1.2.**

There are various types of releases which for various reasons are not covered by the HNG-X Generic Acceptance Process. **Known exclusions to this process are detailed in section 1.3.**

It is **never** the case that changes are made to the customer's live estate without the Managed Service Change (MSC) process applying; this ensures that the customer is always aware of change scheduled, of the relative risks and possible mitigations that apply. It also required that POL or their appointed agent review and approve all change.

This generic Acceptance process does not obviate the need for MSC, nor does it supersede the overarching requirement for Fujitsu to seek approval for change via the MSC process.

The purpose of this document is to describe the process that enables objective assessment by Post Office Limited of the fulfilment of Fujitsu Services' delivery obligations in respect of a Release. Confirmation of these delivery obligations is termed 'Release Acceptance' and requires that Fujitsu provide evidence of compliance against each of the agreed Requirements that comprise a Release.

Requirements are solicited, wording and Acceptance Criteria / Verification Methods agreed, baselined and traced through the implementation project according to the HNGxDBM Requirements and Solution Design Process, internal to the Fujitsu POA Project (**See Doc Id: 01**).

Acceptance evidence will be provided in accordance with the required Verification Methods in order to demonstrate compliance against all Acceptance Criteria associated with each Requirement.

The generic Acceptance process is managed via stage progression through an Acceptance Gateway (or, where agreed, multiple Acceptance Gateways), where each Acceptance Gateway comprises a formal assessment of the required evidence at a **Release Acceptance Meeting** (RAM).

The process includes a mechanism for managing any and all rectification activities identified in order to complete the fulfilment of any Acceptance Criteria that have not been met.

This generic Acceptance process describes the process for a single Acceptance Gateway. If it is agreed that a Release requires more than one Acceptance Gateway then this shall be specified via Change Control for that Release and this shall include the details of each Acceptance Gateway, the stage progression criteria and all the associated items identified in section 6.1.1.

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1.1 Scope

This document is organised as follows:-

- **Section 1** is this Introduction, Exclusions and Variations

- **Section 2** describes the reposition of POL Requirements and the general principles that apply to this process

- **Section 3** describes the relationship between Release Acceptance and Release Authorisation

- **Section 4** contains the definitions of terms and processes that apply to Acceptance

- **Section 5** describes the Acceptance Process including the handling of acceptance evidence, the management of Acceptance Incidents and the progression through the Acceptance Gateway

- **Section 6** covers the Acceptance Dispute process

- **Sections 7 to 10** provide the definitions of the associated Boards, the Acceptance Incident Severities and the Acceptance Methods.

This document does not cover:-

- The detailed definition of the role and operation of the Release Authorisation Board (RAB). This is a function of Programme/Project and Customer Service Introduction Management on the Post Office Account. (**Contract Schedule A2, Annexe 1 - *Doc Id: 06***)

- The POL internal processes and organisational structures concerned with evolution or management of requirements / criteria. ownership and criteria assessment

- Any policy or process concerning compliance with legislative, commercial or industrial standards or directives. All such requirements should be enumerated through requirements catalogues or the equivalent on a Project by Project basis, and managed through individual Commercial Terms (**CT**)/ **CCN**

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1.2 Exclusions

This section describes those types of releases where, by convention, this Generic process typically does NOT apply.

It should be noted however, that where a larger BAU software release comprises elements described as 'excluded' below, then Release Acceptance must apply to the Release as a whole, then these typically excluded elements may become subject to the Release Acceptance Process by agreement with the customer. For example this was the case for various elements of the HDCR programme (CT1848).

1.2.1 Maintenance Releases (4LS Service)

This Acceptance process does not necessarily or typically apply to Maintenance Releases or other application, reference-data, networks or infrastructure releases managed through the Support service (Third or Fourth Line), or solely by Managed Service Change (MSC). Typically these releases do NOT introduce **new** business functionality/functional change to the solution, but instead maintain the existing functional/non-functional requirements of the system.

 Service Management and the Release Management process and the associated Release Management Forum (RMF) manage the final content of each Maintenance release which will typically comprise resolutions to deferred defects arising from prior Releases, or resolutions to live incidents. Where **new** functionality is identified as being included in a Maintenance Release then agreement to progression into live *in the absence formal Acceptance* shall be agreed with the Customer through Service Management.

1.2.2 Generic Web / Client Connection Services

This Acceptance process does not necessarily or typically apply to Generic Web Service (GWS) implementations, (otherwise known as Client Connection Service (CCS)) Releases.

Acceptance into Live Service for GWS/CCS is managed during an official phase of development of the GWS service product (Service Build and Proving – see *Doc Id: 02*)

1.2.3 Other Services

This Acceptance process does not apply to a number of other BAU Services, where a release only involves that Service or a combination of such excluded Services, such as:

- PODG Client Connection Service (See *Doc Id: 03*)
- The Reference Data Management Service (See *Doc Id: 04*)
- Receipt Template Service (See *Doc Id: 05*)

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1.2.4   Other Exclusions

This Acceptance process does not necessarily or typically apply to the following types of change, where those changes are *not* part of a larger BAU release involving a software release:

- Network Infrastructure
- Hardware configuration/installation/decommissioning
- Firewall configuration
- Network appliance configurations

1.3   Variations

This section describes those types of releases where, by convention, this Generic process applies with variation.

1.3.1   Bespoke Requirements Acceptance Process (by Project)

If requested by the customer, a bespoke Acceptance Process can be applied to provide for Business Analysis, Requirements traceability, analysis of test coverage of Requirements Acceptance Criteria and defect resolution.

The bespoke elements of such a process are required to be captured in the associated Customer Solution Proposal accompanying the project. The Customer Solution Proposal (CSP) will be reviewed and Approved by the customer, or their representatives.

1.3.2   HNG-A Releases

The POA HNG-A programme delivers Horizon Counter software to an End User Compute (**EUC**) managed and distributed Windows build. POL's EUC Tower partner supplier (current incumbent Computacenter) is responsible for deployment, management and security of the hardware devices, software applications and data for HNG-A.

At the time of writing, all functional change is inherited from an HNG-X base, and an MSI build delivered to EUC. Therefore there exists one stream of change, where the RAM seeks acceptance only against the HNG-X base, and the RAB seeks authorisation only for the release of the HNG-X Data Centre or HNG-X Counter application; **EUC and POL are between them solely responsible for the decision to deploy HNG-A builds.**

There may be specific and documented variation to the standard process required in the future, especially if and when the HNG-X and HNG-A code-bases become distinct. Initially this would be treated as request for a bespoke Acceptance Process to be run (see section 1.3.1).

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1.3.3   POL Agile Projects

At the time of writing, POL are running and managing several AGILE developments where the Requirements evolve over the course of the iterative development cycles. In these projects the requirements catalogue is formed late, but must still be approved before Test analysis begins. In these projects so far the processes which follow the completion of development, the consolidation and Approval of design and the enumeration and Approval of requirements, remain the same as in the standard Development process, albeit in a different chronological order. The Acceptance process which follows is therefore as described within this document. There may be specific and documented variation to the standard process required in the future, and initially this would be treated as request for a bespoke Acceptance Process to be run (see section 1.3.1).

2 Principles of Requirements and Acceptance

2.1.1 Repository of Requirements

Whilst this generic Acceptance Process is necessarily agnostic to the tooling employed or mandated by Post Office for use for the capture, modelling, analysis and mapping of Post office functional and non-functional requirements and/or Use Cases, it may be useful to include some context and current status of the reposited Requirements.

It is an overarching Project necessity to retain a shareable database of requirements and Use Cases for business-continuity and referential purposes.

There are a number of software releases, some containing multiple projects, through the year and the requirements are initially worked up and agreed in standard Word / Excel requirement documents by POL/Atos/Fujitsu Business Analysts. These agreed requirements for the projects within each release are then uploaded into a repository, in a defined format.

Requirements are captured in the form either of 'Functional' Use Case documents, or 'Non-Functional' textual requirements.

In the case of 'Functional' Use Cases a library is maintained by Fujitsu, once amended, reviewed and Approved on a Release by Release basis. These are held in Word format for use by business and test analysts.

In the case of 'Non-Functional' Requirements, Approved Requirements must be prepared in Excel format and fed into the Fujitsu Test Management toolset (currently HP Quality Centre (QC)), which is then used to manage the tests against Requirements and ultimately acceptance into the live environment.

Until January 2015, IBM DOORS was the requirements capture tool used in the relationship between Post Office Ltd and Fujitsu, to capture new functional & non-functional requirements for the Horizon Online (HNG-X) system, maintaining existing requirements and providing a repository for an up-to-date view of Horizon Online system requirements.

However in 2015 POL decided to retire their use of DOORS and use the simple Requirements capture template (Excel spreadsheet) to provide requirements to Fujitsu and feed directly into Fujitsu Test Management toolset.

Whilst POL and Fujitsu no longer maintain a DOORs repository, or software licensing, *the use of DOORS is mandated within the Post Office Ltd / Fujitsu HNG-x contract.*

Requirements can be loaded into Fujitsu Test Management toolset without the use of DOORS (or any other intermediate tooling), to no detrimental effect on any stakeholders in terms of the development, test or acceptance of the immediate release, but this does create a position whereby the overall database of Requirements is fractured and in the possession of only one party; POL have an historical database (to 2015), and Fujitsu hold the only unified copy of Requirements captured since that point. It may well also be the case that Fujitsu tend to capture only a sub-set of Requirements – those where Fujitsu are the Supplier.

It may be the subject matter of a future project to provide POL with a copy of the Fujitsu Test Management toolset (QC database) to refresh the POL copy of the repository.

2.1.2 The Generic Acceptance Process

The following principles apply to this generic Acceptance process:-

* The primary responsibility for managing the Acceptance Process rests with the Acceptance Managers. Post Office and Fujitsu will either appoint a specific individual to this role, or the role will be adopted by the respective Release/Project Managers.

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- The scope of this Acceptance process and Fujitsu's obligations only apply to those Requirements that comprise the Requirements Baseline associated with the relevant Release and where the 'supplier' is agreed as Fujitsu.

- A Requirement must have an agreed Acceptance Criteria, Acceptance Method, be allocated to a Supplier and a Release before it can be baselined.

- As a minimum, any Approved Requirement where the 'supplier' is agreed as Fujitsu and is to be subject to Acceptance must be incorporated into a maintained repository of Requirements. Historically POL employed and maintained the IBM DOORS system, but after 2015 the use of DOORs has been deprecated (see 2.1.1).

- Requirements once Approved will subsequently be provided to Fujitsu Test Management toolset using established processes. This may require Requirements originally associated with POL Change Requests or Fujitsu Commercial Terms documents to be restated as Use Cases or textual requirements and become subject to Requirements Assurance before being agreed as representing the Requirements Baseline for the relevant Release.

- Acceptance will be a progressive process whereby Acceptance evidence will be provided by FS and assessed by POL at the earliest opportunity to provide increasing confidence of solution compliance, and early identification of defects or risks.

- The POL and FS Acceptance Managers will agree an Acceptance Plan which identifies the timescales for the provision of Acceptance evidence. In general this timing will be determined by the Acceptance Methods, and will be in the following order – Design Walkthrough, Document Review, Test and then Monitor. Not all of these Verification Methods may be required for a particular Release and any other Verification Methods will be scheduled by agreement.

- This process assumes that there will be a single Acceptance Gateway associated with a Release. This will occur once all the required testing has occurred within the appropriate test environments, and can provide input into the Acceptance Board and subsequently the Release Authorisation Board associated with the decision to proceed into live deployment.

- Acceptance Criteria with Verification Methods other than Monitor do not require acceptance evidence from the live environment and as such will have been assessed prior to live deployment. The verification method of Monitor will only be used where there has been a substantive change to the Service Delivery obligations or Solution functionality as defined in the relevant Service Descriptions, and it is agreed that these changes require more focussed or specific monitoring than would normally be provided as part of the standard Service Reviews.

- Where it has been agreed that more than one Release Authorisation Board is to be employed for a Release, then the Acceptance Plan (see section 4.11) will identify which Release Authorisation Board the Acceptance Board is associated with.

  If it is agreed, via Change Control or as part of the original Commercial Terms associated with a Release, that additional Acceptance Gateways are necessary then their scope, timing and association to individual Acceptance Criteria shall be included in the initial version of the Acceptance Plan.

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3 Release Acceptance and Release Authorisation

Release Acceptance is concerned with verifying that evidence appropriate to the Verification Method demonstrates that the solution meets each requirement's Acceptance Criteria. Accordingly, following assessment of the non-testable methods of Design Walkthrough and Document Review, the final assessment of criteria with a verification method of Test will usually take place at the single Acceptance Gateway after SV&I testing has concluded. In certain circumstances, where SV&I Testing is not included in a project, another Test environment such as LST will be used to provide functional testing. The appropriate functional test environment will be responsible for providing all Acceptance test outcomes including any POL accreditation activities.

Release Acceptance is the responsibility of The HNG-X Acceptance Manager – (*Contract Schedule A2, Annexe 1 - Doc Id: 06)*

Release Authorisation is concerned with the decision to proceed into live deployment and will take into account the POL and FS Service Readiness reviews, the status of the Acceptance Incidents identified at the Release Acceptance Board (including any recommendation by this Board to proceed at risk), and any prevailing live issues.

Release Authorisation is the responsibility of The HNG-x Programme/Project and Customer Service Introduction Management – (*Contract Schedule A2, Annexe 1 - Doc Id: 06)*

Each release can in theory have a number of Release Authorisation Boards to take account of specific live deployment decisions (e.g. Data Centre Migration, Model Office, Pilot, and Full Deployment). However Release Acceptance, which is principally based on test evidence, will typically have occurred prior to the earliest of these live deployment Release Authorisation Boards.

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By agreement it may be necessary to associate an Acceptance Gateway with more than one Release Authorisation Board if justified by the scope, timing and effect on live operations of the Release Assessment of 'test' evidence the timing of the conc Live service tance testing and the period between the various 'go-live' Release Authorisation Boards before establishing ptance Gateway.

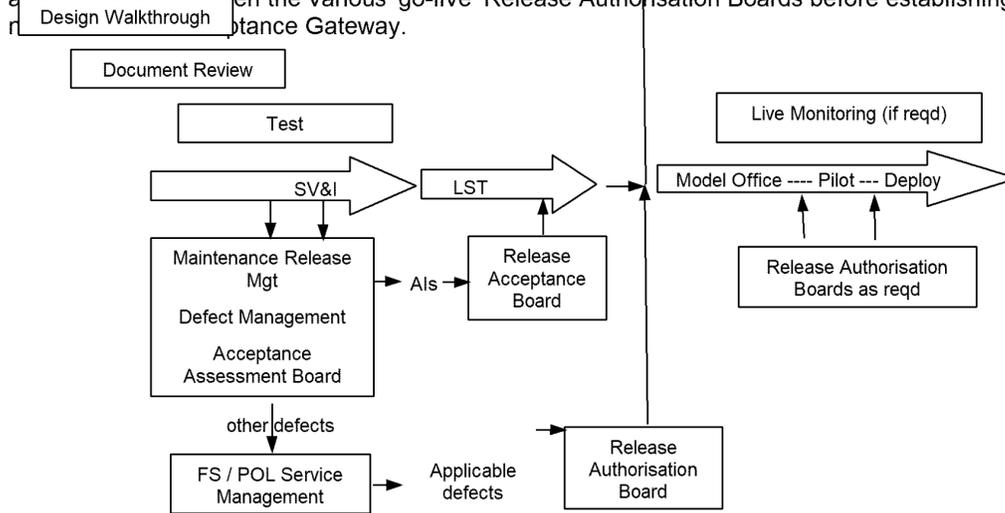**Figure 1. Standard Test and Acceptance Gateway**

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3.1 Defect Management prior to Acceptance

The defect assessment process is carried out in three phases:

- an assessment of defect resolutions which are proposed to be included in the release at hand, which pre-date the release and exist in the live environment (4LS maintenance) (**3.1.1**)

- an assessment of the Priority of defects as they arise from Test environments, through the Quality Filtering Process (QFP) which will determine whether a defect should be progressed to resolution or become a candidate for deferral , and

- for applicable defects a subsequent assessment by the Acceptance Assessment Board which determines the Technical and Operational impact of the defect as it relates to a potential Acceptance Incident.

The Acceptance Assessment Board will establish whether proposed defect deferral is agreed or rejected and will then, for agreed deferred defects, establish a joint assessment of the significance of the defect and its potential Business Impact.

The relationship of applicable defects to Acceptance Incidents will be established together with an outline of any required workarounds and the priority for subsequent resolution.

3.1.1 Maintenance Release Content

Maintenance releases are required to address defects which arise in the live operation of software applications. The agreed deferral of fixes to future releases which is part of the Acceptance process will inevitably mean that a proportion of those defects are already known to exist, and it is possible to plan for their inclusion in a future release at the point of deferral.

The resolution of defects which exist in Live may have a significant impact on the processes/behaviours expected of users of the software, including the removal of a need for users to operate a 'workaround' which accommodates the defect.

It may the case that a software application release will contain one or more CTs (change via new or amended Requirements) and that either Fujitsu or POL will also sponsor the inclusion of live maintenance of applications (resolution to meet existing requirements/required functionality) fixes.

Where this is the case, the manager of the Acceptance process will:

- Communicate all known details of the maintenance content/elements of the release to POL and ATOS service representatives as early as is practicable

- Attempt to highlight those resolutions which will have a material or visible effect at the User Interface, or in process for the User

- Include successful testing outcomes for maintenance defects as part of the acceptance criteria for the overall release

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It is important to note that:
- POL Service will attempt to identify Business Ownership to engage with Acceptance against the relevant elements of the maintenance content of a release.
- If no POL Business Owner can be identified Acceptance sign off rests with POL Service.
- The POL Go-Live plan for releases comprising maintenance content will need to include:
  - POL Business Ownership and Model Office testing to sign off any **end user affecting changes** in the Model Office test environment
  - POL Business Ownership to monitor sign off changes in pilot sites
  - POL Business Ownership to own a communication plan to end users to inform them of relevant changes delivered in a release

3.1.2 Acceptance Assessment Board

This board will meet regularly to discuss the content of the RAM and RAB presentation(s).

The Acceptance Assessment Board will comprise: -
- FS HNG-X Acceptance Manager (chair)
- POL Representative(s) - For very significant releases the POL representative will join the meetings, but more usually will assess the information via email
- Test representative(s)
- FS Design Authority
- Others personnel will be included as necessary to reflect the nature of the defects being assessed.

This Board will meet on a regular agreed basis to assess all defects identified for deferral. The primary tasks are: -

a) Assess proposal for deferral

The Board will assess the proposal for deferral and will manage the agreement or rejection, either on an individual basis, or on a collective basis if the net effect of multiple defects is considered unacceptable. In this situation the defects(s) and justification will be notified to the QFP, Joint Test Team and FS Development and their deferral 'status' will be changed in Fujitsu Test Management toolset .

The decision to defer may involve discussions with the FS and/or POL Support teams and dialogue and agreements will be managed and recorded in a timely manner.

b) Assess applicability of defects proposed for deferral

The Board will identify the relationship of the defect to the HNG-X Acceptance Criteria. Defects that might be classified as an HNG-X Acceptance Incident must have arisen as a consequence of the HNG-X Acceptance Method failing to prove the HNG-X Acceptance Criteria. In this context this means that defects must have arisen from tests that are linked to POL testable criteria for the applicable release in Fujitsu Test Management toolset, or which relate to functionality directly introduced by the release.

Any defects that do not relate to POL testable criteria will be separately notified to the POL / FS Service Management teams.

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c) Assess impact of defect

The business and operational impact of each defect will be agreed with the relevant POL representative(s). It is important that an accurate assessment is undertaken at the earliest opportunity to determine the acceptability of a deferral, any risks to the release and to identify the nature and timing of any POL and/or FS workaround. Information relating to the defect (i.e. the linked POL requirements, the operational / functional impact, workaround details etc.) will be recorded as necessary.

d) Establish Acceptance Incidents

As the nature of deferred applicable defects develops, some aggregation to reflect the net position may be appropriate before formalising them as Acceptance Incidents. The POL and FS Acceptance Managers will identify this defect aggregation and agree the Acceptance Severity which will be recorded with the detail of each AI.

4 Definitions

4.1 Defect Management following Acceptance

At the commencement of full rollout (after Pilot where applicable), control is usually turned over to the Service Management organisations by both Parties. There may well be defects outstanding at this point and these should either be agreed not to be pursued, scheduled for rectification before handover, or deferred to a future release. In the latter case, a KEL will be issued and all work will normally be carried out by Fujitsu's Service Management organisation with the fixes either being worked into a Maintenance Release or as a non-chargeable element of a Formal Release.

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4.2 Release Acceptance

The Generic Release Acceptance Process will enable Post Office to confirm to Fujitsu Services that:

- The Acceptance Criteria associated with the agreed Requirements of a Release, and any related contractual obligations have been met in an agreed manner

- That all deliverables and all forms of acceptance evidence, including Test reporting are fit to proceed to Release Authorisation (or the next stage in the Acceptance Process)

- That the success criteria for progression through the Acceptance Gateway(s) has been achieved; and

- That workarounds and rectification plans are in place to address any agreed defects arising from an assessment of the acceptance evidence against each Acceptance Criterion.

Acceptance of a Release will be achieved once the progression criteria associated with the Acceptance Gateway described in section 5.4 have been met.

4.3 Requirement Statements

Post Office is responsible for establishing the requirements baseline for a Release and providing this in a timely manner to Fujitsu. Requirements should be in the form of either new or changed Use Cases (for functional requirements), or textual statements for non-functional or other forms of requirements.

The requirements for a Release will typically be associated with a number of POL Change Requests and formally accepted by Fujitsu via one or more Commercial Terms. In some cases these requirements may initially be in the form of descriptive textual statements or contained in an associated Requirements Catalogue. When in this form these Requirements represent the Initial Requirements Baseline, although it is still necessary for them to have an Acceptance Method and Acceptance Criteria.

All functional requirements must eventually be represented as a set of new or changed Use Cases with associated Business Rules and Dictionary items. Occasionally it may also be necessary to create, revise or expand any non-functional requirements to ensure the agreed requirements scope is accurately represented, and to verify that the Acceptance Method and Criteria provides sufficient granularity to facilitate precise testing or assessment.

Whilst this transformation will typically have been done in conjunction with Fujitsu it is necessary to verify that the resulting requirements used for Test analysis are consistent with the agreed scope of the Initial Requirements Baseline as represented by the original Commercial Terms documents.

This assurance will allow the requirements captured in Fujitsu test tooling to represent each CT and the Final Requirements Baseline for that Release.

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4.3.1   Changes to the Requirements Baseline

After the end of the Requirements Baselining Process and prior to the Acceptance Gateway, where either Party requests a change relating to Requirements or the Solution, the Change Control Procedure will be followed and both Fujitsu and Post Office will review the Acceptance Criteria to determine whether any changes are required. Such changes may include: -

a)   deletion of Acceptance Criteria that were derived from deleted provisions

b)   addition of new Acceptance Criteria relating to new or extended provisions; and/or

c)   modification of Acceptance Criteria relating to changed provisions.

If changes are made to tests that are already in progress or have been completed then, unless both Parties agree otherwise, or the results of those changed tests can be derived from the results of tests already carried out, those tests shall be repeated.

4.4 Acceptance Criterion

An Acceptance Criterion is a clear, objective and unambiguous statement against which fulfilment (with supporting evidence) of a Requirement using an Acceptance Method can be determined. There will be one Acceptance Criterion against each instance of an allocated Acceptance Method. There may be Requirements that are, in themselves, measurable and unambiguous. In such cases, the Acceptance Criterion may be marked 'as per the Requirement'.

Where the Requirement is expressed as a Use Case, the Acceptance Criterion will be the fulfilment of the Use Case pre-conditions and post-conditions or, subject to agreement between the Acceptance Managers, the High Level Test Plans as detailed in Fujitsu Test toolset and associated with the relevant Requirement, except where explicitly stated.

Fujitsu is responsible for producing, within the timescale agreed between the Parties, evidence to demonstrate that the relevant Acceptance Criterion has been met.

4.5 Acceptance Methods

The Acceptance Methods are an agreed set of pre-defined techniques by which Requirements can be objectively measured as fulfilled or not, each against one or more agreed Acceptance Criteria. The Acceptance Methods are described in more detail at Annex D.

In general, a Requirement will be allocated one or more Acceptance Methods. The objectives in allocating Acceptance Method(s) to a Requirement are to progress toward overall Acceptance as efficiently as possible, but subject to also being able to identify and resolve defects (non-compliances) as early as possible and to reduce the overall development costs and risks.

In summary, the relationships are:

•   each Requirement will have one or more Acceptance Methods; and

•   each Acceptance Method for a Requirement will have one Acceptance Criterion.

The agreed Acceptance Method(s) allocated against each Requirement will be documented by Post Office in POL DOORS and provided to Fujitsu for inclusion in the Fujitsu DOORS system using established processes.

4.6 Acceptance Tracking

During the Release Acceptance Process, the acceptance status of each Requirement will be recorded via the Fujitsu Test Management toolset and will be incrementally updated with the outcomes of the various activities that form part of the Acceptance Process.

4.7 High Level Test Plans

High Level Test Plans (HLTPs) identify those functions and conditions that are mapped against the Acceptance Criteria and that are required to support the Acceptance Process. HLTPs will be produced by Post Office or Fujitsu Services in accordance with appropriate Release Programme Plan and are subject to joint review.

4.8 Acceptance Incident

An Acceptance Incident is raised when the Acceptance Method fails to prove that an Acceptance Criterion has been met.

4.9 Concessions

Where the evidence fails to prove that an Acceptance Criterion has been met, Fujitsu may request Post Office to grant a Concession on the basis that the failure of compliance or the deviation from the stated Requirement presents no adverse impact to Post Office. In all such cases an Acceptance Defect shall be raised and if Post Office agrees to grant a Concession, details of the failure of compliance or the deviation from the stated Requirements shall be recorded by Post Office and linked to the relevant requirement. Confirmation that all such details have been recorded by Post Office shall allow the Acceptance Defect to be closed and the Requirement shall be deemed to have been Accepted, providing that there are no additional test(s) associated with the requirement that have either not been run or failed for a different reason.

Should Post Office refuse to grant a Concession, the failure of compliance or deviation from the stated requirement shall be rectified through the defect management process.

The granting of a Concession does not change the Requirement.

Following the granting of a Concession, should it be identified that unexpected consequences that have arisen as a direct result of a concession then they shall be managed via the standard Incident Management process.

4.10 Acceptance Board

An Acceptance Board will be nominated and the primary function of this board shall be to assess and agree the Acceptance status of the Acceptance Criteria associated with the relevant Acceptance Gateway. The Fujitsu Acceptance Manager shall prepare material for assessment by the Acceptance Board from which the Acceptance Board shall provide a recommendation to the 'Joint Release Authorisation Board' at the 'Release Acceptance Meeting' (RAM) concerning progression through the relevant Acceptance Gateway.

The Acceptance Board shall be constituted, and deal with the as set out in Annex B.

4.11 Acceptance Dispute

For the purposes of the Acceptance Process, an 'Acceptance Dispute' is defined in section 9. An Acceptance Dispute is not a Dispute in the broader context of the overall Agreement between Post Office and Fujitsu Services.

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4.12 Acceptance Plan

The Release Acceptance Meeting is required to form part of the FS Project plan.

5 Acceptance Process

The overall Acceptance process can be considered as three main stages as illustrated in section 5.1: -

- **Prepare Evidence** – where Fujitsu identify and assemble the evidence required for each criterion and advise POL of these details.

- **Manage Acceptance Events** – where POL will arrange for the assessment of one or more criterion at an 'acceptance event' and the outcomes (achievement or defects) will be recorded.

- **Manage Outcomes** – where the outcomes of acceptance events are assessed by POL and Fujitsu, any resulting Defects or Acceptance Incidents are progressed by Fujitsu, and the resolutions (new or revised evidence) provided to POL.
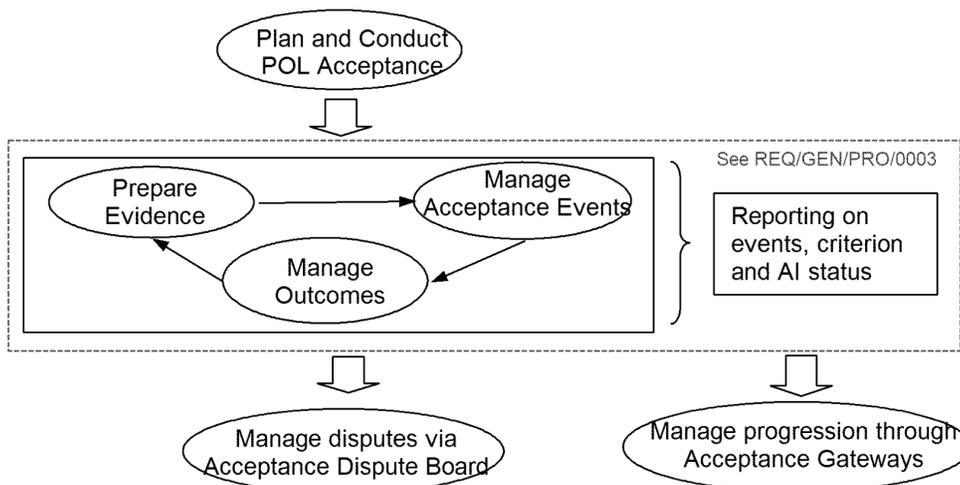
The above stages are supported by a reporting regime that monitors actions, events, outcomes and success / defect analysis. Further details of the specific tasks and activities are described in REQ/GEN/PRO/0003 'Managing HNG-X Acceptance'.

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5.1 Acceptance process overview

The key stages of the Acceptance process are represented in the following diagram. The process generally operates as a cyclical set of activities whereby acceptance evidence is identified by Fujitsu, assessed by POL and any defects are raised and jointly reviewed.

The conditions associated with the handling of Acceptance testing evidence are described in section 5.2. The cyclical process continues until either the acceptance evidence meets the criteria or resolves any defects, or an Acceptance Incident is raised. The conditions under which this occurs are described in section 5.3.

The overall status of the Acceptance Incidents, their workarounds / rectification plans and the progression through the Acceptance Gateway are described in section 5.4. Any significant disputes are escalated to the Acceptance Dispute Board – see section 6.

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5.2 Handling Acceptance Testing Evidence

a) Evidence (including, without limitation, test results, test observations, data or other information) provided by Fujitsu for review in relation to fulfilment of Acceptance Criteria (" Acceptance Testing Evidence") shall by default be available to all Post Office employees and contractors unless such evidence is:

   i. Confidential Information, in which case disclosure shall be governed by the provisions of Clause 61 of the Agreement; or

   ii. considered to be or categorised as sensitive in accordance with paragraphs 5.2 (b) or 5.2 (c) of this document, in which case disclosure will be governed by those provisions (as applicable).

b) Acceptance Testing Evidence that can reasonably be considered to be particularly sensitive because access to such information could compromise the security of the Release or other Post Office Services will be restricted to named employees or contractors of Post Office who will be nominated by Post Office to review it on Post Office's behalf. Access to the information will be in accordance with such reasonable conditions as may be imposed by Fujitsu Services.

c) Subject to paragraph 5.2 (d), Acceptance Testing Evidence categorised by Fujitsu (acting reasonably) as particularly commercially sensitive to Fujitsu will only be disclosed to named employees or contractors of Post Office (such named individuals to be approved by Fujitsu). Post Office will place such named employees and contractors under a duty to keep confidential and not disclose Fujitsu commercially sensitive information to any other person or Party without Fujitsu prior written consent (which consent shall not be unreasonably withheld or delayed).

d) Fujitsu will not be entitled to categorise any Acceptance Testing Evidence as commercially sensitive where that evidence solely reflects a visible manifestation or result of the operation of the Release, as opposed to how the Release achieves that manifestation or result.

e) Sensitive information disclosed as Acceptance Testing Evidence pursuant to paragraphs 5.2 (c) or 5.2 (d) may also be disclosed by Post Office or Fujitsu to the Acceptance Dispute Board if such disclosure is necessary for the resolution of an Acceptance Dispute.

f) At Post Office's request Fujitsu will supply supporting evidence for the completion of a test that can reasonably be regarded as necessary for Post Office to validate whether the Acceptance Criteria for that test have been met.

5.3 Managing Acceptance Incidents

5.3.1 Raising Acceptance Incidents

a) An Acceptance Incident will be raised by Fujitsu when the Acceptance Method used fails to prove that the Acceptance Criterion has been met. In addition, Fujitsu will report to Post Office any material undesirable occurrences, which are not Acceptance Incidents, observed by it whilst conducting tests.

b) Post Office may raise an Acceptance Incident whenever Post Office becomes aware of evidence that:-

   i. any of the occurrences referred to in paragraph 5.3.1 (a) have arisen

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ii. the Acceptance Criteria are not being met

c) Following resolution of an Acceptance Incident raised in accordance with paragraphs 5.3.1 (a) or 5.3.1 (b), a further Acceptance Incident can be raised in accordance with paragraph 5.3.1 (a) if the applicable functions, activities or behaviour are observed to occur again.

d) Each Party will raise an Acceptance Incident as soon as reasonably practicable after becoming aware of such incident. However, Acceptance Incidents may not be raised in respect of any Acceptance Criteria before commencement of the testing or assessment of those Acceptance Criteria in accordance with the Acceptance Plan.

e) Once progression through the final or only Release Acceptance Board has occurred no new Acceptance Incidents may be raised. For the purposes of this paragraph "a new Acceptance Incident" means an Acceptance Incident that occurs after the date of this Acceptance Board or which occurs on or before that date, but is not reported to Fujitsu Services before the Acceptance Board.

f) An Acceptance Incident manifests itself as a single defect originating from either Fujitsu Test (QC) or defect (PEAK) Management toolset. Each defect will be allocated to an Acceptance Incident following review and agreement by the Acceptance Managers from both Parties.

g) An Acceptance Incident where the Acceptance Criteria's Verification Method is Test can only be closed with the agreement of both the FS and POL test managers.

h) If a dispute arises whereby agreement cannot be reached between the Test managers as to the status of the defect associated with an Acceptance Incident the matter will be escalated to the Acceptance Managers for resolution. If the Acceptance Managers cannot agree as to such status, the matter will be escalated according to the procedure described in paragraph 9 for resolving Acceptance Disputes.

5.3.2 Analysing and Classifying Acceptance Incidents

a) Acceptance Incidents will be jointly analysed by Fujitsu Services and Post Office and a written report produced which will record:

    i. initially, the agreed (such agreement not to be unreasonably withheld by either Party) severity classification of the Acceptance Incident as identified in Annex A to this Schedule; and subsequently

    ii. related rectification activities (if applicable); and

    iii.   re-testing dates/periods (if applicable).

This information will be included in the test report issued at the time of completing the Acceptance Process Stage during which the Acceptance Incident was raised.

b. For the purpose of paragraph 5.3.2 (a), an Acceptance Incident will be regarded as having been caused by the introduction of changes arising from the Release and/or the Associated Change Activities that are subject to the Acceptance Process if that incident is identified during any of the Acceptance Process Stages unless following investigation by Fujitsu Services, that incident is found to be unrelated to the introduction of changes arising from the Release and/or the Associated Change Activities that are subject to the Acceptance Process and Fujitsu Services has provided Post Office with reasonable evidence to demonstrate this.

b) Where an Acceptance Incident can be attributed to faults in the Release, the severity of that incident shall be classified with reference to the fault in that Release alone.

c) Either Party may request that the severity of an Acceptance Incident be re-classified in recognition of new evidence or if it is reasonably believed that the impact of the Acceptance Incident should be re-assessed. Agreement to such requested re-classification shall not be unreasonably withheld by either Party.

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5.3.3 Repeat Acceptance Activities

a) Any failed test may, prior to the end of the agreed Live Monitoring be repeated as many times as necessary. Dates for such repeat tests will be agreed by the joint test teams having regard to the overall Release Plan. Post Office will be responsible for making personnel available to observe repeat testing if required. Repeat tests will be proposed only when it is reasonably believed a different (i.e. improved) outcome would result.

b) In the case of repeated Document Reviews, Design Walkthroughs or Monitoring, Post Office will be entitled to the same elapsed time for the repeated activity as was scheduled for the original failed activity. Repeat Document Reviews or Design Walkthroughs will be proposed only when it is reasonably believed a different (i.e. improved) outcome would result.

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5.3.4 Rectification Plan

a) For each Medium Severity Acceptance Incident outstanding at the Acceptance Gateway, Fujitsu Services will have prepared a written Rectification Plan that includes:

    i. a statement of the operational impact and any necessary temporary procedures to be adopted by Users;

    ii. a description of how rectification is to be achieved; and

    iii.   a timetable for rectification.

    Post Office shall not unreasonably withhold its agreement to any such Rectification Plan and neither Party shall unreasonably withhold its agreement to any workaround referred to in this Schedule.

b) It is acknowledged by the Parties that exceptionally they may agree that such a Rectification Plan is not required for each outstanding Medium Severity Acceptance Incident.

c) For each Low Severity Acceptance Incident outstanding at the Acceptance Gateway, Fujitsu Services will identify a target timescale for rectification.

d) It is acknowledged by the Parties that they may agree that such a target timescale for rectification is not required for each outstanding Low Severity Acceptance Incident.

5.4 Progressing through the Acceptance Process

An Acceptance Gateway has a set of parameters that are configured to meet the specific arrangements for that Release as agreed between Post Office and Fujitsu. The parameters are:

- the considerations detailed in paragraph 5.4.1.4;

- the number and status of High Severity Acceptance Incidents;

- the number and status of Medium Severity Acceptance Incidents (where this number shall either be five or a lower number as agreed as part of the Commercial Terms for the Release); and

- the number and status of Low Severity Acceptance Incidents.

5.4.1 Acceptance Gateway Progression Criteria

Progression through the Acceptance Gateway shall occur once all of the following have been satisfied:

a) subject to paragraph 5.4.1.4, all the Acceptance Criteria allocated in the Acceptance Plan have been achieved;

b) there are no outstanding High Severity Acceptance Incidents;

c) the number of outstanding Medium Severity Acceptance Incidents is within the limits agreed for that release and an agreed workaround and target rectification plan exists for each of them; and

d) there is an agreed workaround and target rectification plan for all outstanding Low Severity Acceptance Incidents except for those which the Parties agree do not require a workaround or rectification plan.

Notwithstanding progression through this Acceptance Gateway, progression to live deployment shall not commence until confirmation that it may do so is given in writing to Fujitsu Services by the Post Office Release Authorisation Board.

5.4.1.1 Acceptance Gateway Progression Criteria have been met

If the Acceptance Progression criteria have been met, the outcome of the Release Acceptance Board and the recommendation to the Release Authorisation Board will be either (a) or (b) below.

a) **Proceed through Acceptance Gateway.**

i. Acceptance Gateway criteria have all been met.
ii. There no Acceptance Incidents that would prevent progression through this Acceptance Gateway

b) **Proceed through Acceptance Gateway**

i. Not all Acceptance Criteria have been met and consequently there are Acceptance Incidents.
ii. The severity of these Acceptance Incidents is within the limits for progression through this Acceptance Gateway.
iii.   Each Acceptance Incident has an agreed workaround.
iv.   Where required by the contract, all Acceptance Incidents have an agreed rectification plan or a target timescale for rectification

5.4.1.2 Acceptance Gateway Progression Criteria have not been met

If the Acceptance Progression criteria have not been met, the outcome of the Release Acceptance Board and the recommendation to the Release Authorisation Board will be either (a) or (b) below.

a) **Proceed at risk through Acceptance Gateway** where

i. Not all Acceptance Criteria have been met and consequently there are Acceptance Incidents

AND

ii. The severity of these Acceptance Incidents is within the limits for progression through this Acceptance Gateway but one or more workaround, rectification plan or target timescales, is not yet agreed.

OR

iii.   The severity of these Acceptance Incidents exceeds the limits for progression through this Acceptance Gateway but the operational impact is judged by POL as acceptable for progression at risk into the next stage of Live operation

b) **Do not proceed through Acceptance Gateway** where

i. Not all Acceptance Criteria have been met and consequently there are Acceptance Incidents.

ii. The severity of these Acceptance Incidents exceeds the limits for progression through this Acceptance Gateway and their operational impact is judged by POL as not acceptable for progression into Live operation

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    iii.   Remedial actions are required to address the Acceptance Incidents and / or workarounds.

In the event of either of these recommendations, a subsequent Release Acceptance Board will be scheduled to solely address the criteria and issues that resulted in the gateway progression criteria to be exceeded.

5.4.1.3   Additional Acceptance Gateways

Should it be agreed that additional Acceptance Gateways are required then the progression criteria based on those in section 5.4.1 will be agreed and documented via Change Control. This shall include any changes to the criteria in section 5.4.1 for earlier Acceptance Gateways or dependencies in terms of the number and severity of Acceptance Incidents that apply at each Acceptance Gateway.

Where multiple Acceptance Gateways are agreed the Requirements Baseline must identify which Acceptance Criteria are for assessment at each Acceptance Gateway.

5.4.1.3.1 Acceptance by Monitoring

Where an additional Acceptance Gateway is established to assess Criteria with a verification method of Monitor, then this Acceptance Gateway shall be the final Acceptance Gateway and shall only be used to assess Acceptance Criteria with a verification method of Monitor, or any Deferred Tests that have been agreed as described in section 5.4.1.2 (d).

Progression through this final Acceptance Gateway shall occur when: -

a) the earliest planned date as specified in the Release Programme Plan for completion of Monitoring has occurred;

b) subject to paragraph 5.4.1.2, all Acceptance Criteria allocated to Live Monitoring as set out in the Acceptance Plan have been achieved;

c) there are no outstanding High Severity Acceptance Incidents;

d) the number of outstanding Medium Severity Acceptance Incidents arising from Acceptance Criteria scheduled to be achieved during Monitoring is two or fewer. For the avoidance of doubt, this means that the total number of Medium Severity Acceptance Incidents at the Acceptance Gateway (including those outstanding from previous Acceptance Gateways) could be up to seven. However, this total would be reduced if any of the original Medium Severity Acceptance Incidents have been closed in accordance with their agreed Rectification Plans;

e) each Medium Severity Acceptance Incident has an agreed workaround and, subject to paragraph 5.3.4 (b), an agreed Rectification Plan; and

f) each Low Severity Acceptance Incident has, subject to paragraph 5.3.4 (d), a target timescale for rectification and has an agreed workaround except those for which the Parties agree such a workaround is not required.

The Fujitsu Services' Post Office Account Service Management team will support the Fujitsu Services Acceptance Manager throughout the Live Pilot stage by managing the provision of Acceptance evidence in support of those Acceptance Criteria with the Acceptance Method of Monitoring.

5.4.1.4   Acceptance Gateway considerations

Progression through the Acceptance Gateway is subject to the following considerations: -

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a) Defects identified during functional testing, that have not arisen as a consequence of the release and which do not relate directly to the contracted requirements at this release **OR** are agreed not to have any POL Business impact have a severity of **Non-Incident**.

      i. (Note* If, following investigation by Fujitsu, an Acceptance Incident is found to have been caused solely by a fault or deficiency in anything other than those contracted elements of the Release at hand, provided by Fujitsu, it shall not count towards the thresholds identified in paragraph 5.4.1.)

b) Acceptance Incidents that are agreed to result from the same failure or deficiency, or to affect the same operational process or business function, may be aggregated into a single Acceptance Incident for the purposes of the thresholds identified in paragraph 5.4.1.

c) The aggregation of two or more Acceptance Incidents into a single Acceptance Incident shall be proposed by the Fujitsu Acceptance Manager and agreed by the Post Office Acceptance Manager, such agreement not to be unreasonably withheld.

d) If, other than as a result of a Default of Fujitsu Services, it is impossible for a test to be carried out when scheduled in the Acceptance Plan then that test becomes known as a "Deferred Test". Deferred Tests will be carried out as soon as reasonably practicable.

5.4.1.5   Failure to proceed through Acceptance Gateway

In the event that Acceptance is not achieved, funding for further work shall be dependent upon the pricing mechanism applicable to the work. Subject to specific instructions upon the relevant Work Order, generally where funding is Time-Cost, Post Office shall fund all work necessary to ultimately achieve successful Acceptance; where funding is Fixed Price, Fujitsu shall fund all work necessary to ultimately achieve successful Acceptance.'

6 Acceptance Dispute Process

6.1 General

If Post Office and Fujitsu Services do not agree on any matters relating to this Schedule including:

a) the form or content of the tests as defined in the HLTPs or in Fujitsu Test Management toolset;

b) changes to Acceptance Criteria, tests, or the Acceptance Plan arising from changes to the provisions of the Requirements Baseline;

c) whether any tests, Document Reviews, Design Walkthroughs or Monitoring should be repeated pursuant to paragraph 5.3.3 as a consequence of changes to the tests;

d) results of tests;

e) whether an event or occurrence is an Acceptance Incident;

f) the aggregation of defects into Acceptance Incidents

g) classification of severity of Acceptance Incidents;

h) whether progression through an Acceptance Gateway or from one Acceptance Gateway to another has occurred or should proceed;

i) whether an Acceptance Incident has been caused by a deficiency or fault in a component of the System (for which Fujitsu is responsible) or a deficiency or fault in other services, systems or data (including, without limitation, Reference Data) of Post Office or a third party (for which Post Office is responsible); or

j) adequacy of Rectification Plans,

The Parties will refer such dispute (an "Acceptance Dispute") to the Acceptance Dispute Board for resolution.

6.2 Acceptance Dispute Board

An Acceptance Dispute Board will be nominated and the primary function of this board shall be to settle any Acceptance Disputes that cannot be resolved by the Acceptance Managers. The Acceptance Dispute Board shall be constituted, deal with the matters and meet at the intervals as set out in Annex C to this Schedule.

6.3 Acceptance Dispute Resolution

a) The Acceptance Dispute Board is required to use all reasonable endeavours to reach an agreed resolution on any Acceptance Dispute that is referred to it.

b) If the Acceptance Dispute is resolved by the Acceptance Dispute Board, the decision of the Acceptance Dispute Board will be final and binding on the Parties.

c) In the event that an Acceptance Dispute cannot be resolved by the Acceptance Dispute Board it will be escalated for Executive Review and dealt with in accordance with the Dispute Resolution Procedure.

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7   Annex A: Acceptance Incident Severity Matrix

Severity	Description
High	The Acceptance Incident was caused by the introduction of changes arising from the Release and/or the Associated Change Activities that are subject to the Acceptance Process and results in a defect that would render a key element of one or more of the Business Capabilities and Support Facilities or a key element of the Infrastructure unfit for operational use, which could include: a) not allowing Post Office to undertake one or more Transaction types; b) not allowing Post Office to undertake one or more Transaction types using business critical inputs or generating business critical outcomes; c) creating system performance issues which are in, or are likely to cause a, breach of Service Level Targets.
Medium	The Acceptance Incident was caused by the introduction of changes arising from the Release and/or the Associated Change Activities that are subject to the Acceptance Process and results in a defect that would not prevent operation of one or more of the Business Capabilities and Support Facilities or elements of the Infrastructure, but would cause problems in the operational use of one or more Transaction types.
Low	The Acceptance Incident was caused by the introduction of changes arising from the Release and/or the Associated Change Activities that are subject to the Acceptance Process and results in a defect that does not cause any adverse operational impact in the use of the Business Capabilities and Support Facilities or an element of the Infrastructure, or the Acceptance Incident can be addressed by a workaround without any adverse operational impact for Post Office.
Non Incident	An incident raised by either Party which, following investigation is found: a) not to be a defect; b) not to have resulted from the introduction of changes arising from the Release and/or the Associated Change Activities that are subject to the Acceptance Process; or c) not to fall within the high, medium or low categories set out in this column.

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8 Annex B: Release Acceptance Meeting

Board	Acceptance Board
Purpose	To agree the Acceptance status of the relevant Release and provide a recommendation to the 'Joint Release Authorisation Board', in the 'Release Acceptance Meeting' (**RAM**)
Starting Date	After the date of signature of the Commercial Terms document associated with the introduction the Release and in accordance with the working version of the Release/Project Plan.
Frequency	As required to monitor progress towards each Acceptance Gateway
Post Office Attendees	Mandatory attendees : *-Programme Manager (or designate) (Joint Chair)* *-Service Manager (or designate)* *-Requirements & Acceptance Manager* *-Design Authority* Optional attendees: *-Testing Manager* in each case for the relevant Acceptance activity.
Fujitsu Services Attendees	Mandatory attendees : *-Acceptance Manager (Joint Chair)* *-Programme Manager (or designate)* *-Service Manager (or designate)* *-Solution Architect* Optional attendees: *-Testing Manager* in each case for the relevant Acceptance activity.

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9   Annex C: Acceptance Dispute Board

Board	Acceptance Board
Purpose	To consider and resolve Acceptance Disputes.
Starting Date	After the date of signature of the Commercial Terms document associated with the introduction the Release and in accordance with the working version of the Release/Project Plan.
Frequency	As required to resolve Acceptance Disputes
Post Office Attendees	Mandatory attendees : Programme/Project Manager Service Manager Design Authority Optional attendees: Testing Manager
Fujitsu Services Attendees	Mandatory attendees : Commercial Manager Programme Manager Acceptance Manager Solution Architect Optional attendees: Testing Manager

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10   Annex D: Acceptance Methods

Type	Description
Document Review (DR)	Acceptance Criteria that cannot be objectively verified by a test may be satisfied by Post Office undertaking a Document Review. The outcome of any such review will be documented by Post Office in the Acceptance Tracking Document. Fujitsu Services will supply a list of documents (and any specific references within such documents) for Post Office review, which may satisfy the agreed Acceptance Criteria.
Design Walkthrough (DW)	Acceptance Criteria may be satisfied by Post Office participating in a Design Walkthrough led by Fujitsu Services of the Fujitsu Services' design. The outcome of any such Design Walkthrough will be documented by Post Office in the Acceptance Tracking Document.
Solution Test (TST)	Tests that are identified and managed on a collaborative basis by Fujitsu Services and Post Office, for the purpose of verifying that:- • The Fujitsu Services' solution for the System satisfies the relevant Acceptance Criteria. • The Release satisfies the relevant Acceptance Criteria The combined team will produce joint test reports presenting the results of the tests and provide evidence on any areas of non conformance.
Monitoring	Post Office shall specify any need beyond the level of support that Fujitsu are required to provide under normal operational practice (such as a report etc). Duration, nature and characteristics to be agreed in advance between Post Office and Fujitsu and will take place during Pilot or during Live Monitoring. The total duration of Monitoring and the obligations on Fujitsu Services to produce data/reports to support Post Office monitoring to be agreed between Post Office and Fujitsu Services (each acting reasonably and in good faith) for a particular Requirement.
Statement of Fact	Where the solution to an Acceptance Criterion is self-evident and does not lend itself to formal proving.
Statement of Obligation	Relates to Acceptance Criterion that represents an ongoing contractual obligation.
Other	Used by exception, to be agreed between the Parties.

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