

SCHEDULE E05- APS SERVICE MANAGEMENT

1. OBJECTIVES OF SERVICE MANAGEMENT

- 1.1. The objectives of the management of the APS are to monitor and manage the delivery of the APS, and to report on the same to the Contract Steering Group defined in Schedule A04.
- 1.2. The sections below detail (without limitation) the specific objectives of key activities that will be undertaken. The significance of the detailed tasks may vary over the life of this Codified Agreement.

2. ORGANISATION

2.1. General

- 2.1.1. The Contractor and POCL shall establish an organisational structure to manage the delivery of the APS in accordance with Schedule E01 and all other applicable provisions hereof. The key roles within this organisation are identified in sections 3 and 4 below.
- 2.1.2. Any changes to the organisation defined in this Schedule shall be made in accordance with Clause 101.2.
- 2.1.3. The specific individuals to fulfil the roles identified in the organisation shall be communicated in writing between the parties to this Codified Agreement.

3. CONTRACTOR ROLES KEY TO THE DELIVERY OF THE SERVICE

3.1. Introduction

- 3.1.1. The roles and responsibilities within the Contractor's organisation specific to the delivery of the APS are detailed below. One person may perform more than one of these roles.

3.2. Operational Service Manager

- 3.2.1. The Operational Services Manager shall be responsible for building a strategic relationship at the appropriate level in POCL with an emphasis on operational requirements of this Service. The Operational Services Manager shall attend the quarterly Service Review Meeting.

3.3. Service Manager

3.3.1. The Service Manager shall be responsible for the overall delivery of the APS to POCL. The Service Manager shall specifically be responsible for:

- a) the maintenance of Service Levels in accordance with Schedule E08;
- b) the provision of monthly service reports as described below;
- c) briefing the Contractor's attendees at the Contract Steering Group Meetings as described in Schedule A04;
- d) briefing the Operational Services Manager in advance of the quarterly service review meetings;
- e) facilitating joint quality initiatives with POCL.

3.4. The Service Help Desk Manager

3.4.1. The Horizon System Helpdesk manager for this service shall be responsible for the management of POCL problems and enquiries.

4. POCL ROLES KEY TO THE DELIVERY OF THE SERVICE

4.1. Introduction

4.1.1. The roles and responsibilities of POCL specific to Service Management are detailed below. One person may perform more than one of these roles.

4.2. Business manager

4.2.1. The POCL Business Manager is the individual responsible for the business which the Service supports. The Business Manager shall attend the quarterly Service Review Meeting.

4.3. POCL Liaison Manager

4.3.1. The POCL Liaison Manager is responsible for the day-to-day liaison with the Contractor. The POCL Liaison Manager provides the first point of contact with the Contractor. This manager shall specifically be responsible for:

- (a) monitoring delivered Service Levels;
- (b) receipt and analysis of the Contractor's monthly service reports;
- (c) briefing the POCL Business Manager in advance of the Service Review Meetings;
- (d) briefing the POCL attendees at the Contract Steering Group Meetings as described in Schedule A04;
- (e) facilitating joint quality initiatives with the Contractor.

4.4. Key Personnel

- 4.4.1. The specific individuals who fulfil the roles defined for POCL shall be notified to the Contractor in writing in advance of their taking up the post.

5. ESCALATION PROCEDURES

- 5.1. The Contractor and POCL shall operate escalation procedures for issues affecting the APS in accordance with the provisions of Schedule A04 of the Codified Agreement.

6. MONITORING

6.1. Service Reporting

- 6.1.1. The Contractor shall provide POCL with monthly service management reports, which shall be produced within five(5) working days of the calendar month end, unless agreed otherwise. The service management reports shall allow POCL to monitor the Contractor's Service provision and achievement of the Service Levels.
- 6.1.2. Service management reports shall include but are not restricted to the following attributes:
 - (a) availability of service;
 - (b) service breaks/service failures;
 - (c) planned maintenance breaks;
 - (d) service delivery changes; and
 - (e) Incidents resolved and outstanding;

(f) and data to support Schedule E8.

6.1.3. The Contractor shall provide POCL with access to the raw data used to generate service management reports when requested to allow POCL to generate POCL internal reports.

6.2. Service Review Meetings

6.2.1. The POCL Business Manager and the Contractor's Operational Service Manager shall meet every three months (or as otherwise agreed by the POCL Business Manager and the Contractor's Operational Service Manager) to review Service Levels, Incidents and Problems reported in the previous period.

6.2.2. In addition POCL shall advise the Contractor of its requirements for implementation of the Service at new Outlets.

6.2.3. Other Contractor staff and POCL staff may attend these meetings at the request of either the Contractor or POCL to resolve particular matters on the agenda.

6.2.4. A typical agenda for such a meeting may include, without limitation:

- (a) Service management reports;
- (b) highlights of previous period's service statistics, concentrating on failures to meet required Service Levels, including major Incidents reported, Service trends and Service achievements;
- (c) explanation of unresolved Incidents and, in particular, any matters still outstanding;
- (d) review of the on-going actions, such as fault correction, agreed service changes and any POCL related work;
- (e) change management progress report;
- (f) suggestions for improvements to Service;
- (g) advance notification of major changes and new work, and review of the impact these may have on Service requirements;
- (h) any implementation requirements.

- 6.2.5. The Contractor shall prepare the necessary reports for discussion at these meetings.
- 6.2.6. POCL shall keep a record of these meetings and shall distribute the record to the Contractor and to the POCL Contract Manager for review at the Contract Steering Group Meeting (see Schedule A04).
- 6.2.7. The Service Review Meeting shall normally take place at least five (5) days after the delivery date of each third monthly service management report provided by the Contractor

