

Fujitsu Services Horizon Generic Release Acceptance Process Ref: PA/PRD/013
Version: 1.0
COMPANY IN CONFIDENCE Date: 13/09/04

Document Title: Horizon Generic Release Acceptance Process

Document Type: Process Definition

Release: N/A

Abstract: This document describes a process, agreed by both Post Office Limited and Fujitsu Services Post Office Account, that governs the Acceptance of Releases to the Horizon system from Fujitsu Services Post Office Account to Post Office Limited.

Document Status: APPROVED

Originator & Dept: Jan Holmes (Programme Assurance)

Contributors: Post Office Limited :
David Smith, David Gray, Bob Booth, Jason Crellin, Torstein Godeseth, Simon Glynn, Keith Baines, Marc Reardon
Fujitsu Services Post Office Account :
Gill Jackson, Peter Jeram, Allan Hodgkinson, Bob Gurney, Hilary Forrest, Colin Lenton-Smith, Janusz Holender

Internal Distribution: To be defined

External Distribution: David Smith, Mike Wells, Keith Baines, Mark Burley, Clive Reed, Simon Glynn, PO Librarian

Approval Authorities:

Name	Position	Signature	Date
Peter Jeram	POA Systems Integration Director		
David Smith	Post Office Delivery Director		

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	04/03/04	First draft	N/A
0.2	25/03/04	Initial description of overall process	N/A
0.3	05/04/04	Review comments from HF and SG (Post Office)	N/A
0.4	14/04/04	Review comments from HF, GJ, AH plus re-structuring	N/A
0.5	16/04/04	Review comments from PJ, Ad'A, TD	N/A
0.6	24/05/04	Review comments from SG, PJ, TG, DG (Post Office)	N/A
0.7	01/06/04	Review comments from DS, KB, IOD (Post Office)	N/A
0.8	11/06/04	Review comments from SG, PJ (Post Office)	N/A
0.9	15/06/04	Review comments from SG (Post Office)	N/A
0.10	20/07/04	Review comments from TG, PJ, LP (Post Office)	N/A
0.11	19/08/04	Final review meeting FEL01 (18/08/04)	N/A
1.0	13/09/04	Raised to Approved	N/A

0.2 Review Details

Review Comments by :	
Review Comments to :	Jan Holmes

Post Office Limited Mandatory Review Authority	Name
Delivery Director	David Smith (*v0.5)
Commercial Director	Ian O'Driscoll (*v0.5)
Commercial Manager	Simon Glynn (*v0.2)(*v0.5)(*v0.7)(*v0.8)
Contract Manager	Keith Baines (*v0.2)(*v0.5)
Business Solutions	Mike Wells
	David Gray (*v0.2)(*v0.5)
	Marc Reardon
	Peter Jones (*v0.5)(*v0.7)(*v0.9)
	Torstein Godeseth (*V0.5)(*v0.9)
	Louis Prastitis(*v0.9)
Fujitsu Services Post Office Account Mandatory Review Authority	Name
Systems Integration Director	Peter Jeram (*v0.3) (*v0.4)

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

RASD	Tony Drahota (*v0.4)
Delivery Director	Alan D'Alvarez (*v0.4)
Release Manager	Gill Jackson (*v0.2) (*v0.3)(*v0.10)
Release Manager	Bill Reynolds
Release Manager	John Burton
Commercial Director	Colin Lenton-Smith
Commercial Manager	Hilary Forrest (*v0.2) (*v0.3)
Design Authority	Allan Hodgkinson (*v0.3)
Optional Review / Issued for Information	
	Bob Gurney

(*vn.n) = Reviewers that returned comments

0.3 Associated Documents

	Reference	Vers	Date	Title	Source
[1]	Unreferenced		11/02/04	Acceptance Guidelines (B. Gurney)	
[2]	Unreferenced	0.3	24/02/04	Acceptance Guidelines (S. Glynn)	
[3]	CA023320087_101			Schedule 1 : Interpretation	
[4]	CA023570007_18			Schedule 20 : Development Services	
[5]	CA023230079_39			Schedule 24 : Banking Implementation	

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

0.4 Abbreviations/Definitions

Abbreviation	Definition
Acceptance	Schedule 1 : means acceptance of a Service or Release in accordance with the relevant acceptance procedure;
CD	Conceptual Design
CT	Commercial Terms
DP	Design Proposal
E2E	End to End
FS	Fujitsu Services

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

HLTP	High Level Test Plans
ITU	Integration and Testing Unit
Joint ISL	Joint Information Systems Landscape
LST	Live System Test
PEAK	System used by Post Office Account to record and monitor bugs found during testing.
PO	Post Office Limited
POA	Post Office Account (Fujitsu Services)
RASD	Requirements, Architecture and Strategy Development
Release	Schedule 1 : means a documented collection of software and/or data provided by Fujitsu Services to deliver a Service or Services;
RV	Release validation
SI	Systems Integration
SV&I	System Validation and Integration

0.5 Changes in this Version

Version	Changes
0.9	Transfer definitions from Section 0.4 to Section 3..

0.6 Changes Expected

Changes
.

0.7 Table of Contents

1.0 Purpose of Document	6
2.0 Derivation	6
3.0 Definitions	6
3.1 ACCEPTANCE	6
3.2 ACCEPTANCE PROCESS STAGES	7
3.3 REQUIREMENTS STATEMENT	7
3.4 ACCEPTANCE CRITERION	7
3.5 ACCEPTANCE METHODS	8
3.6 ACCEPTANCE TRACKING	8
3.7 ACCEPTANCE INCIDENT	8
3.8 ACCEPTANCE INCIDENT COLLECTION	9
3.9 ACCEPTANCE PROGRESS INCIDENT	9
3.10 ACCEPTANCE DISPUTE	9
4.0 Generic Acceptance Process	9
4.1 DOCUMENTATION REQUIREMENTS	9
4.2 ROLES AND RESPONSIBILITIES	10
4.2.1 Release Acceptance Manager	10
4.2.2 Release Acceptance Board	10
4.3 CHANGES TO RELEASE CONTENTS	10
5.0 Progressing Through Acceptance	10
5.1 ACHIEVING RELEASE STAGE PROGRESSION	11
5.1.1 From Fujitsu Test to End-to-End (Acceptance Gateway 1)	11
5.1.2 From End-to-End to Pilot/Soft Launch (Acceptance Gateway 2)	11
5.2 ACHIEVING RELEASE ACCEPTANCE (ACCEPTANCE GATEWAY 3)	11
5.3 RULES FOR PROGRESSING TO THE NEXT STAGE	12
6.0 Handling Acceptance Testing Evidence	13
7.0 Managing Acceptance Incidents	14
7.1 RAISING ACCEPTANCE INCIDENTS	14
7.2 ANALYSING AND CLASSIFYING ACCEPTANCE INCIDENTS	15
7.3 REPEAT TESTING	16
7.4 RECTIFICATION PLAN	16
8.0 Release Acceptance Dispute Process	16
8.1 GENERAL	16
8.2 RELEASE ACCEPTANCE DISPUTE RESOLUTION	17
9.0 Annex A : Acceptance Incident Severity Matrix	18
10.0 Annex B : Release Acceptance Board TORs	19
11.0 Annex C : Acceptance Methods	20

1.0 Purpose of Document

The purpose of this document is to describe a clear, agreed process that enables objective confirmation (or otherwise) of the fulfilment of Fujitsu Services' (FS) delivery obligations and, where such confirmation has been linked, confirmation of obligations to payment by Post Office Ltd (PO).

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

2.0 Derivation

The document is derived from a number of sources :

- FS document Acceptance Guidelines dated 11/02/04.
- PO review comments (S60, S70/S75) TDA dated 13/02/04.
- PO IT Commercial Review dated 16/02/04.
- Joint PO/FS review meeting dated 23/02/04.
- PO document Acceptance Guidelines v0.3 dated 24/02/04 containing points of agreement in meeting between PO and FS on 23/02/04.
- Email exchanges not formally captured.
- Schedule 1 : Interpretation
- Schedule 20 : Implementation
- Schedule 24 : Banking Implementation

3.0 Definitions

3.1 Acceptance

Schedule 1 defines Acceptance as "...means acceptance of a Service or Release in accordance with the relevant acceptance procedure". In practice the primary target for acceptance is the Release since this will comprise the applications, services and infrastructure changes required to deliver a business service to the Post Office.

Acceptance is a process between PO and FS to provide :

- Confirmation that such deliverables are fit to proceed to the next stage in the acceptance process or into Live;
- Confirmation that FS has met the specified requirements, and any related contractual obligations, in an agreed manner.

In general, a Release will consist of a set of deliverables arising from one or more Work Packages, such Work Packages containing Commercial Terms stating what, if

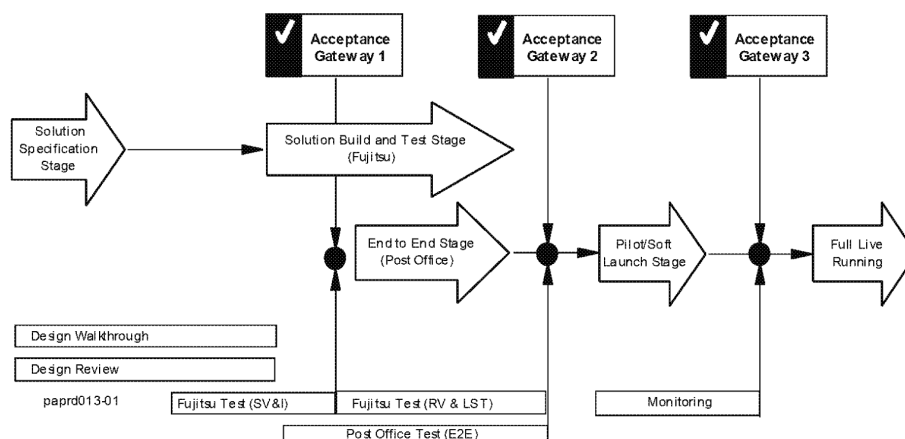
any, Acceptance Criteria are applicable to the Acceptance Process for such Work Package(s) and related Release

3.2 Acceptance Process Stages

Although some acceptance criteria may be satisfied during the Solution Specification stage of the Joint Working ISL it is anticipated that the majority will be dealt with during the following stages :

- System Validation and Integration, owned by Fujitsu Services.
- E2E Test, owned by Post Office.
- Pilot/Soft Launch, owned by Post Office.

This can be represented diagrammatically :



Note : This diagram is for illustrative purposes only and is not meant to imply that the Fujitsu SB&T stage will always operate in parallel to the PO E2E stage. In practice, however, it often will.

3.3 Requirements Statement

A clear statement of a business requirement of PO, as presented in the Requirements Catalogue of the PO Conceptual Design (CD) and the agreed listed hierarchy of documents referred to from the CD where such documents contain requirements, for example Interface Specification.

One or more agreed Acceptance Method(s) will be allocated against each Requirement Statement and these will be documented in the Requirements Catalogue in the CD. A Requirement Statement may be subject to FS caveat detailing any exceptions to full compliance during the preparation and submission of the associated Commercial Terms (CTs), subject to PO agreement.

3.4 Acceptance Criterion

A clear, objective and unambiguous statement against which fulfilment (with supporting evidence) of a Requirement Statement using an Acceptance Method (see Annex C) 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 should be marked 'as per the Requirement'. Acceptance Criteria will be documented in the Requirements Catalogue in the CD.

3.5 Acceptance Methods

One of an agreed set of pre-defined techniques by which Requirements Statements can be objectively measured as fulfilled or not, each against one or more agreed Acceptance Criteria (see 3.3 and 3.4 above). Acceptance Methods are described in more detail at Annex C.

In general, a Requirement Statement may be allocated one or more Acceptance Methods. The objectives in allocating Acceptance Method(s) to Requirements Statements are to:

- Progress toward overall Release Acceptance as efficiently as possible, i.e to keep the number of formal acceptance stages to the minimum necessary, ideally one, but subject to also being able to:
- Identify and resolve defects (non-compliances) as early as possible in the Acceptance timeframe, to reduce overall development costs and risks.

Each Acceptance Method has one owner, either FS, PO or a 3rd party. The owner is responsible for producing, within the agreed timescale, evidence that an Acceptance Criterion has either:

- Been met, with evidence or
- That it has not been met, with evidence.

In summary, the relationships are:

One Requirement Statement may have one or more Acceptance Methods.

One Acceptance Method will have one Acceptance Criterion.

Each Acceptance Method will have one Owner.

Note : Acceptance Method in this context is a type of and not an instance. Thus an instance of a type, eg Document Review, may address a number of Acceptance Criteria from one or more Requirements Statements.

3.6 Acceptance Tracking

Acceptance tracking will be achieved through the production of a single Acceptance Tracking Document that will be derived from the various Requirements Catalogues in the CDs being delivered by the Release.

The Acceptance Tracking Document will be produced by PO.

3.7 Acceptance Incident

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

Annex A. An Acceptance Incident manifests itself as a PEAK report that is allocated to an Acceptance Incident Collection within PEAK.

3.8 Acceptance Incident Collection

A facility in PEAK whereby fault reports deemed to be Acceptance Incidents can be grouped for management and reporting purposes. It is proposed that an Acceptance Incident Collection is established for each Release.

3.9 Acceptance Progress Incident

An Acceptance Incident is classified for the purposes of Release Stage Progression as high, medium or low, in accordance with Annex A.

3.10 Acceptance Dispute

Within the context of this process 'Dispute' is defined in Paragraph 8.1. It is NOT a Dispute in the broader context of the overall Agreement between Post Office Ltd and Fujitsu Services.

4.0 Generic Acceptance Process

The process described in this paragraph is based on that presented in Schedule 24 but without the specific links to Network Banking. It refers to a Release in the context of a number of independent application software and/or infrastructure products, interfaces and processes that are 'bundled' together, each of which may go through the Acceptance process independently before the results are brought together to consider the Release as a whole for Release Authorisation purposes.

4.1 Documentation Requirements

The following documentation is required by the Acceptance process :

- Requirements Catalogues from the CDs that form the definition of (changes being introduced in) the Release.
- Acceptance Tracking Document that will be constructed from the Requirements Catalogues of the Release CD's. This will be updated with the outcomes of the various Acceptance activities. Its production and maintenance is the responsibility of Post Office.
- High Level Test Plans (HLTP) containing the Functions and Conditions that are mapped against the Acceptance Criteria. HLTP's are produced by the owners of each of the Stages, and by implication the executors of the tests conducted in those Stages (POA for Fujitsu Solution Build and Test, Post Office for End to End Test) and are subject to review by the other party.

Fujitsu Services will use reasonable endeavours to produce drafts of the HLTPs by the date specified in the overall Release Plan. Post Office and Fujitsu Services will use reasonable endeavours in working towards reviewing the documents by Post Office by the date(s) specified in the overall Release Plan.

4.2 Roles and Responsibilities

4.2.1 Release Acceptance Manager

The primary responsibility for managing Release Acceptance rests with the respective Release Acceptance Manager of Post Office and Fujitsu Services. This may be a specified individual or, more likely, a role adopted by the respective Release Managers. A Release Acceptance Board will be nominated for each Release and the primary function of this Board is to settle disputes that cannot be resolved by the Release Managers.

4.2.2 Release Acceptance Board

The Release Acceptance Board shall be constituted, deal with the matters and meet at the intervals as set out in Annex B.

4.3 Changes to Release Contents

Prior to Release Acceptance, as described in Section 5.2, where either Party requests a change to any provision of the Commercial Terms that relate to the Release, the Change Control Procedure will be followed and both Fujitsu Services and Post Office will review the Acceptance Criteria to determine whether any changes are required. Such changes may include:

- Deletion of criteria that were derived from deleted provisions;
- Addition of new criteria relating to new or extended provisions; and/or
- Modification of criteria relating to changed provisions.

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

5.0 Progressing Through Acceptance

Section 3.2 identifies the three key stages during which Acceptance takes place, namely Fujitsu Test, E2E and Pilot/Soft Launch. Progression from one stage to the next is controlled by an Acceptance Gateway that has to be passed through.

Acceptance Gateways have parameters associated with them that are configured to meet the specific arrangements agreed between Post Office Ltd and Fujitsu and reflect the characteristics of the Release. The parameters are :

- The Rules identified in paragraph 5.3.
- Number and status of High Severity Acceptance Progress Incidents.
- Number and status of Medium Severity Acceptance Progress Incidents.

Acceptance Gateway 1, between Fujitsu Test and E2E is fully configurable and reflects the fact that, by agreement of both parties, Fujitsu Test and E2E can run in

parallel. Acceptance Gateways 2 and 3 have defaults associated with them that can be amended via the Commercial Terms for the Release.

Depending on the nature of the Commercial Terms agreed for the Release, the Gateways may constrain progression or merely act as a marker to acknowledge that a particular stage is complete.

After Release Acceptance, provided that Fujitsu Services continues to meet an obligation using the release content as tested or demonstrated to Post Office during the Acceptance process, Post Office will not be entitled to require that Fujitsu Services meets that same obligation in some other way.

5.1 Achieving Release Stage Progression

5.1.1 From Fujitsu Test to End-to-End (Acceptance Gateway 1)

Progression from Fujitsu Test Stage to E2E Stage can occur once all of the following have been satisfied, as determined by the Commercial Terms for the Release :

- The Rules in paragraph 5.3;
- The number and status of any High Severity Acceptance Progress Incidents has been agreed; and
- The number and status of any Medium Severity Acceptance Progress Incidents has been agreed.

Note that the default values for these parameters are null meaning that unless the Commercial Terms specifically introduces a constraint at this Gateway, progression from Fujitsu Test to E2E is a matter for agreement at the working level.

5.1.2 From End-to-End to Pilot/Soft Launch (Acceptance Gateway 2)

Subject to any amendments introduced by the Commercial Terms for the Release, progression from E2E Stage to Pilot/Soft Launch Stage can occur once all of the following have been satisfied :

- Subject to Rules 4 to 8 in paragraph 5.3 all Tests scheduled for the E2E Stage have been completed;
- There are no outstanding High Severity Acceptance Progress Incidents; and
- The number of outstanding Medium Severity Acceptance Progress Incidents is 5 or less and an agreed workaround exists for each of them.

5.2 Achieving Release Acceptance (Acceptance Gateway 3)

Subject to any amendments introduced by the Commercial Terms for the Release, Release Acceptance occurs once all of the following have been satisfied:

- The earliest planned date as specified in the Release Plan for completion of Pilot/Soft Launch has occurred;
- Subject to Rules 4 to 8 in paragraph 5.3 all Release Tests have been completed;
- There are no outstanding High Severity Acceptance Incidents;

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

- The number of outstanding Medium Severity Acceptance Incidents is 5 or less;
- Each Medium Severity Acceptance Incident has an agreed rectification plan, agreement to which has not been unreasonably withheld; and
- Each Low Severity Acceptance Incident has a target Release for rectification.

5.3 Rules For Progressing to the Next Stage

1. If the Parties do not agree whether Release Acceptance or Release Stage Progression can occur, the matter will be resolved through the Disputes Resolution procedure described in Section 8.
2. If, following investigation by Fujitsu Services, an Acceptance Incident or Acceptance Progress Incident is found to have been caused solely by a fault or deficiency in anything other than those elements of the Release provided by Fujitsu Services, it shall not count towards the thresholds identified in paragraph 5.1 or 5.2 of this process, subject to modification by the Commercial Terms for the Release.
3. Acceptance Incidents or Acceptance Progress Incidents that result from the same failure or deficiency will be counted as a single Acceptance Incident or Acceptance Progress Incident (as applicable) for the purposes of the thresholds identified in paragraph 5.1 or 5.2 of this process, subject to modification by the Commercial Terms for the Release.
4. 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 Release Testing Plan then that Test becomes known as a "Deferred Test". Deferred Tests will be carried out by Fujitsu Services as soon as reasonably practicable or at such later time as the Parties may agree (which shall be no later than 6 months after Release Acceptance) provided that performance on that agreed date does not, other than as a result of a Default of Fujitsu Services, become impossible (in which event the Deferred Test shall be carried out by Fujitsu Services as soon as reasonably practicable).
5. The non-occurrence of a Deferred Test at the time originally scheduled in the Release Testing Plan will not prevent Release Stage Progression or Release Acceptance, each of which will be assessed on the basis of:
 - Those Tests scheduled to take place for that Release Stage Progression or for Release Acceptance, as the case may be, which are not Deferred Tests; and
 - Those Deferred Tests which, when rescheduled in accordance with Rule 4 above of this process are due to take place for the purposes of the next Release Stage Progression or for Release Acceptance, as the case may be.
6. If, when a Deferred Test is carried out after Release Acceptance, it is not successfully completed, that failure shall not of itself constitute a Default under the Agreement or entitle Post Office to raise an Acceptance Incident or Acceptance Progress Incident.

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

7. The failure of Fujitsu Services to carry out a Deferred Test in accordance with Rule 4 above constitutes a Default under the Agreement.
8. Rule 6 above does not act to reduce or alter the liability of Fujitsu Services for any breaches by it of the Agreement.

6.0 Handling Acceptance Testing Evidence

- 6.1 Evidence (including, without limitation, test results, test observations, data or other information) provided by Fujitsu Services for review in relation to Acceptance Tests ("Acceptance Testing Evidence") shall by default be available to all Post Office employees and contractors unless such evidence is:
 - Confidential Information, in which case disclosure shall be governed by the provisions of Clause 50 of the Agreement; or
 - Considered to be or categorised as sensitive in accordance with paragraphs 6.2 or 6.3 of this process, in which case disclosure will be governed by those provisions (as applicable).
- 6.2 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.
- 6.3 Subject to paragraph 6.4, Acceptance Testing Evidence categorised by Fujitsu Services (acting reasonably) as particularly commercially sensitive to Fujitsu Services will only be disclosed to named employees or contractors of Post Office (such named individuals to be approved by Fujitsu Services). Post Office will place such named employees and contractors under a duty to keep confidential and not disclose Fujitsu Services' commercially sensitive information to any other person or Party without Fujitsu Services' prior written consent (which consent shall not be unreasonably withheld or delayed).
- 6.4 Fujitsu Services 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 content, as opposed to how the Release content achieves that manifestation or result.
- 6.5 Sensitive information disclosed as Acceptance Testing Evidence pursuant to paragraphs 6.3 or 6.4 above may also be disclosed by Post Office or Fujitsu Services to the Release Acceptance Board if such disclosure is necessary for the resolution of a dispute.
- 6.6 At Post Office's request Fujitsu Services will supply supporting evidence for the completion of an Acceptance Test that can reasonably be regarded as necessary for Post Office to validate whether the Acceptance Criteria for that test have been met.

7.0 Managing Acceptance Incidents

7.1 Raising Acceptance Incidents

7.1.1 Subject to paragraph 7.1.5 below :

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

Post Office may raise an Acceptance Incident whenever Post Office becomes aware of evidence that any of the above circumstances have arisen or becomes aware that the Acceptance Criteria are not being met or that introduction of the Release content has resulted or might reasonably be expected to result in the existing Applications or the Infrastructure Services no longer functioning or being performed (as the case may be) in accordance with the provisions of the Agreement.

7.1.2 Where the Conceptual Design (as caveated by Commercial Terms) expressly states that the application will not permit specified functions or activities or cause certain specified behaviour, and those functions, activities or behaviour are observed to occur during testing of the application then the observing Party will (in the case of Fujitsu Services) or may (in the case of Post Office) raise an Acceptance Incident.

7.1.3 If:

- A Release Test is required in respect of a provision of the Conceptual Design (as caveated) of the type referred to in paragraph 7.1.2 above; or
- An Acceptance Incident is raised in relation to such provision,

the Release Test or proof of resolution of that incident (as the case may be) will take the form of a reasonable demonstration or examination that the functions, activities or behaviour referred to in paragraph 7.1.2 above do not occur. Fujitsu Services will not be required to demonstrate on an ongoing basis that such functions, activities or behaviour do not occur or will not occur.

7.1.4 If, following a successful Release Test or proof of resolution of an Acceptance Incident as referred to in paragraph 7.1.3, a further Acceptance Incident will (in the case of Fujitsu Services) or may (in the case of Post Office) be raised in accordance with paragraph 7.1.1 above if the applicable functions, activities or behaviour above are observed to occur again.

7.1.5 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 Release Acceptance stage or phase designated in the Release Testing Plan for testing those Acceptance Criteria. Once Release Acceptance 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 Release Acceptance Date or which occurs on or before that date, but is not reported to Fujitsu Services before the Release Acceptance Date. Once Release Stage Progression has occurred no

additional Acceptance Incidents will be classified as Acceptance Progress Incidents in respect of that Release Stage Progression.

- 7.1.6 An Acceptance Incident manifests itself as a PEAK fault report that has been allocated to the Acceptance Incident Collection for that Release. PEAKs will be allocated to the Release AI Collection following review by the Test Team Managers from both parties.
- 7.1.7 A PEAK that is allocated to the AI Collection can only be closed with the agreement of both Test Team Managers.
- 7.1.8 If a dispute arises whereby agreement cannot be reached between the Test Team Managers as to the status of a PEAK in the AI Collection the matter will be escalated to the Release Acceptance Managers for resolution. If the Release Acceptance Managers cannot agree as to the status the matter will be escalated according to the Release Acceptance Dispute Procedure described in Section 8..

7.2 Analysing and Classifying Acceptance Incidents

- 7.2.1 Acceptance Incidents will be analysed by Fujitsu Services and a written report detailing Fujitsu Services' proposals for:

- the severity classification of the Acceptance Incident as identified in Annex A;
- related rectification activities (if applicable);
- re-testing dates/periods (if applicable); and
- the severity classification of the Acceptance Incident as a Release Progress Incident (if applicable)

provided to Post Office's Release Acceptance Manager. This information will be included in the Test Report issued at the time of completing the Fujitsu Test and E2E Stages.

- 7.2.2 Each Acceptance Incident will be classified according to its severity for the purposes of Release Acceptance and, if that Acceptance Incident remains outstanding prior to Release Stage Progression, then for the purposes of the Release Stage Progression in question, Fujitsu Services will propose and Post Office and Fujitsu Services will agree (such agreement not to be unreasonably withheld) the severity classifications for each Acceptance Incident in accordance with the criteria at Annex A to this process.
- 7.2.3 For the purpose of paragraph 7.2.2 an Acceptance Incident will be regarded as having been caused by the introduction of the Release:
 - if that incident is identified in a Release Test, regardless of the Acceptance Method used, or the Release Pilot/Soft Launch; and
 - where the behaviour of the Horizon Service Infrastructure giving rise to that incident (i) has not been previously observed, or (ii) had been previously observed in relation to the Application (other than the current Release) or the Infrastructure Services but such behaviour had been resolved prior to commencement of testing of the Release; unless
 - following investigation by Fujitsu Services, that incident is found to be unrelated to the introduction of the Release.

- 7.2.4 Where an Acceptance Incident can be attributed to faults in the Release the severity of that incident (for the purposes of Release Acceptance and Release Stage Progression) shall be classified with reference to the fault in the Release alone.

7.3 Repeat Testing

Any failed Test may, prior to the end of the agreed Pilot/Soft Launch, be repeated by Fujitsu Services as many times as necessary in order for Release Acceptance and/or Release Stage Progression to be achieved. Fujitsu Services will propose dates for such repeat tests having regard to the overall Release Plan. Post Office will be responsible for making personnel available to observe repeat testing if required. In the case of repeated non-Fujitsu Services or Post Office Tests, Post Office will be entitled to the same elapsed time for the repeated activity as was scheduled for the original failed activity. Fujitsu Services will only propose repeat tests when it reasonably believes a different (i.e. improved) outcome would result.

7.4 Rectification Plan

- 7.4.1 For each Medium Severity Acceptance Incident outstanding on the Release Acceptance Date, Fujitsu Services will prepare a written Rectification Plan that includes:

- A statement of the operational impact and any necessary temporary procedures to be adopted by Users;
- A description of how rectification is to be achieved; and
- A timetable for rectification.

- 7.4.2 For each Low Severity Acceptance Incident outstanding on the Release Acceptance Date, Fujitsu Services will identify a target Release for rectification.

8.0 Release Acceptance Dispute Process

8.1 General

If Post Office and Fujitsu Services do not agree on:

- The form or content of the Release Tests as defined in the HLTPs;
- Changes to Acceptance Criteria, Release Tests, Release Testing Specifications or the Release Testing Plan consequent upon changes to the provisions of the Conceptual Design;
- Whether any Tests should be repeated pursuant to Section 7.3 above as a consequence of changes to the Release Tests;
- Results of Release Tests;
- Whether an event or occurrence is a Acceptance Incident or a Acceptance Progress Incident or both;
- Classification of severity of Acceptance Incidents or Acceptance Progress Incidents;

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

- Whether an Acceptance Incident has been caused by a deficiency or fault in a component of Horizon Service Infrastructure used in the Release itself (for which Fujitsu Services 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
- Adequacy of rectification plans,

the Parties will refer such dispute (the "Dispute") to the Release Acceptance Board.

For the avoidance of doubt Dispute in the context of this Acceptance Process is not the same as Dispute in the broader context of the Agreement between Post Office Ltd and Fujitsu Services.

8.2 Release Acceptance Dispute Resolution

- 8.2.1 Each Dispute referred to in the circumstances described in Section 8.1 of this process will be referred to the Release Acceptance Board to obtain a resolution. The Release Acceptance Board is required to reach an agreed resolution
- 8.2.2 The Decision of the Release Acceptance Board will be final and binding on the Parties.
- 8.2.3 In the event that a Release Acceptance Dispute cannot be resolved through the above process it will be escalated and handled as per the Dispute Resolution Procedures described in Annex 2 to Schedule 4 of the Agreement.

9.0 Annex A : Acceptance Incident Severity Matrix

Severity	Description (for the purposes of Release Acceptance)	Description (for the purposes of Release Stage Progression)
High	The Acceptance Incident was caused by the introduction of the Release and results in a defect that would render the Applications or the Infrastructure Services unfit for operational use.	The Acceptance Incident was caused by the introduction of the Release and results in a defect which would render the Applications or the Infrastructure Services unfit for testing during the Release E2E Stage or Release Pilot/Soft Launch (whichever is applicable).
Medium	The Acceptance Incident was caused by the introduction of the Release resulting in a defect that would not prevent operation of the Applications or the Infrastructure Services but would cause significant problems in the operational use of one or more of the Applications or the Infrastructure Services.	The Acceptance Incident was caused by the introduction of the Release and results in a defect that would significantly prejudice the validity of the testing to be carried out in the Release E2E Stage or Release Pilot/Soft Launch (whichever is applicable).
Low	The Acceptance Incident was caused by the introduction of the Release resulting in a defect that does not have a significant effect on operational use of the Applications or the Infrastructure Services.	The Acceptance Incident was caused by the introduction of the Release resulting in a defect which would have some but no significant effect on the validity of the testing to be carried out in the Release E2E Stage or Release Pilot/Soft Launch (whichever is applicable).
Non Incident	An incident raised by either Party which, following investigation is found: <ul style="list-style-type: none">➤ Not to be a defect;➤ Not to have resulted from the introduction of the Release; or➤ Not to fall within the high, medium or low categories set out in this column.	An incident which: <ul style="list-style-type: none">➤ Is not a Acceptance Incident, or➤ Would have no effect on the validity of the testing to be carried out in the Release E2E Stage or Release Pilot/Soft Launch Stage.

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

10.0 Annex B : Release Acceptance Board TORs

Board	Release Acceptance Board
Purpose	Consider and attempt to resolve Release Acceptance disputes.
Starting Date	At commencement of Release
Frequency	As required to resolve disputes during the Acceptance activity.
PO Ltd Attendees	Mandatory attendees : Delivery Director (Chair) Commercial Manager Optional attendees : Release Manager Release Design Authority Testing Manager
Fujitsu Services Attendees	Mandatory attendees : SI Director Commercial Director Optional attendees : Release Manager RASD Director Delivery Director

Fujitsu Services

Horizon Generic Release Acceptance Process

Ref: PA/PRD/013

Version: 1.0

COMPANY IN CONFIDENCE

Date: 13/09/04

11.0 Annex C : Acceptance Methods

Type	Description
Document Review	Acceptance Criteria that cannot be objectively verified by a test of the Release may be satisfied by PO undertaking a Document Review. The outcome of any such review will be documented by PO in the Document Review report. FS will supply a list of documents (and any specific references within such documents) for POL review, which may satisfy the agreed acceptance criteria
Design Walkthrough	Acceptance Criteria may be satisfied by PO evidencing a Design Walkthrough of the Fujitsu Services' design. The outcome of any such design walkthrough will be documented by PO in the Design Walkthrough report.
Fujitsu Test	Tests that are run and managed by Fujitsu Services for the purpose of verifying that a Fujitsu Services Release satisfies the relevant Acceptance Criteria. Fujitsu Services will produce a test report presenting the results of the tests. The assessment of the results of these tests, in conjunction with the Acceptance Criteria, will be by inspection carried out by Fujitsu Services or jointly with PO.
PO (E2E) Test	Tests that are run and managed by PO, which in terms of the scope of this process, are for the purpose of verifying in terms of the E2E solution, Acceptance Criteria have been met. PO shall provide to FS appropriate evidence of any non-compliances.
Monitoring	PO shall specify any requirement beyond the level of support that Fujitsu Services are required to provide under normal operational practice (such as a report etc). Duration, nature and characteristics to be agreed in advance between PO and FS and will take place during the Pilot/Soft Launch. The total duration of Monitoring and the requirements on Fujitsu Services to produce data/reports to support Post Office Monitoring to be agreed between PO and FS for a particular Requirements Statement.
Statement of Fact	Where the solution to an Acceptance Criterion is self-evident and does not lend itself to formal proving. This may typically take place during the production of the Design Proposal.
Statement of Obligation	Relates to Acceptance Criterion that represent either: <ul style="list-style-type: none">➤ An existing Fujitsu Services obligation, where that obligation is impacted by the Release, or➤ Agreed additional Fujitsu Services obligation (to be recorded subsequently as an amendment to the contract clauses, schedules, or contract controlled documents)
Other	Used by exception, to be agreed between the parties