



**Communications Management Team:
Service Description
Commercial in Confidence**

Ref: SVM/SDM/SD/0019
Version: 1.0
Date: 09/06/06

Document Title: Communications Management Team: Service Description

Document Type: Service Description – Contract Controlled Document

Release: Horizon S90 through HNG-X

Abstract: Service Description for the CMT as provided under contract to Post Office by Fujitsu Services

Document Status: APPROVED

Originator & Dept: Carl Marx: Fujitsu Services.

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Approval Authorities: (See PA/PRO/010 for Approval roles)

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Dave Hulbert	Post Office: Head of Systems Operations		
Carl Marx	Fujitsu Services: Head of Service Delivery		



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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
0.1	07/06/06	First version for review	
1.0	09/06/06	Approved version	

0.2 Review Details

Review Comments by :	[Date]
Review Comments to :	Originator & Document Management

<i>Mandatory Review</i>	
Post Office: Operations Support	Bernadette O'Donnell
Post Office: Commercial	Mike Hannon
Fujitsu Services: Commercial	Pam Purewal
Fujitsu Services: CS	Liz Melrose
Fujitsu Services HSD	Paul Gardiner
<i>Optional Review</i>	
<i>Issued for Information – Please restrict this distribution list to a minimum</i>	
Post Office: Head of Systems Operations	Dave Hulbert
Fujitsu Services: Head of Service Delivery	Carl Marx

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/SD/0001			Horizon Service Desk Service: Service Description	PVCS
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	PVCS
SVM/SDM/PRO/0010			HSD Joint Working Document	PVCS
CS/PRD/074			POA Incident Management Process Details	PVCS
SVM/SDM/SD/0007			Service Management Service: Service Description	PVCS
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	PVCS

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

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

0.4 Abbreviations/Definitions

Abbreviation	Definition
ADSL	Asynchronous Digital Subscriber Line
CMT	Communications Management Team
BT	British Telecom
CCD	Contract Controlled Document
DR	Disaster Recovery
HNG-X	Horizon Next Generation
SD	Service Desk
OLT	Operational Level Target
POL SCT	Post Office Ltd Service Continuity Team
Post Office	Post Office Ltd
PSTN	Pulsed Switched Telephone Network
SLT	Service Level Target

0.5 Changes in this Version

Version	Changes
0.1	Non this is the first version

0.6 Changes Expected

Changes
Following review

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1.0 Service Summary

- 1.1 Fujitsu Services will provide a Communications Management Team (CMT), co located within the Service Desk (SD) which delivers a value add function above and beyond the standard incident and problem management service provided by Fujitsu Services.
- 1.2 The SD provides a first level support, including end to end Incident management to Branches and other designated groups, as defined in the Working Document entitled: "*SD Joint Working Document*" (SVM/SDM/PRO/0010), through the provision of a Service Desk and incident management function.
- 1.3 The CMT service complements the SD. It is an additional service provided that comprises activities above and beyond those accounted for by the SD and the incident and problem management processes already in place.

2.0 CMT

2.1 Service Definition

2.1.1 Incident Management

- 2.1.1.1. The CMT is a purely pro-active function and is responsible for providing an end-to-end management to resolution of all network related incidents which render the service unavailable within the Branch. The CMT consistently monitors the communications status of the Branch estate and attempts to resolve issues prior to the Branch becoming aware there is a problem.
- 2.1.1.2. The CMT provides an enhanced level of value add activity to maximise the speed at which network related incidents are resolved and the service restored to the Branch. As part of this approach, both Post Office and the Branch are informed at regular intervals as to the status of the incident. The approach includes but is not limited to:
 - Liaising with internal Fujitsu Services delivery units in resolving network related incidents arising within the Fujitsu Services Central Infrastructure
 - Liaising with external Fujitsu Services network suppliers in resolving network related incidents arising within the Fujitsu Services Branch Infrastructure
 - The monitoring and management of designated problem Branches by providing regular support and guidance during network related incidents
 - The monitoring of repeat incidents occurring at Branches and elevating persistent incidents to problem status and if necessary, elevating the Branch to problem Branch status
 - Providing regular contact (outgoing calls with Branches) as to the status of the incident resolution where incidents remain open and where either the SLT or the Postmaster's agreed time for resolution is likely to be compromised

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- Giving assistance to Branches in resolving incidents where this can be provided remotely for “non standard” faults, i.e. environmental issues and other non-technology related factors that impair or affect the service
 - Liaison with Branches re changing “Access Times” and communicating these changes to the telecommunications providers to ensure support engineer attendance at an agreed convenient time for the Branch.
 - The pro-active investigation and managing to resolution those network issues identified via the Non Polling process whereby Branches are reported as having not delivered transaction data to Post Office or its clients. Non polling may be due to a number of reasons, not specifically related to a communications issue, e.g. a counter switched off or a hardware fault currently being resolved. Fujitsu Services is bound by the Data Delivery Service Level Targets, as described in the document entitled “*Data Centre Operations Service, Service Description*” (SVM/SDM/SD/0003), which underpins the delivery of these transactions. However, if there is a specific issue within the Branch, a call will be raised via the HSD by the CMT and will be investigated and managed as per the usual incident management process described within the document entitled: “*POA Incident Management Process Details*” (CS/PRD/074). Through the pro active resolution of non polling incidents, the CMT will ensure that issues are logged prior to the Branch becoming aware of any fault and in cases where this is not feasible, will work with the Branch to resolve the incident, for example by ascertaining the operational status of all counters within the Branch, even if there is no evidence of a specific communications issue. For the avoidance of doubt, the obligation set out in this bullet do not in any way absolve Fujitsu Services in its responsibilities to ensure data delivery by Day J, until the migration of Branches to the HNG-X application which would be achieved by alternative processes.
 - The management of communications issues with BT in respect of PSTN faults. A significant part if the activity carried out by the CMT is the regular liaison with BT in respect of communications faults within the ADSL service. In assessing the incident to facilitate a resolution, the team does not draw a distinction as to whether the failure is within the PSTN line, which is owned by Post Office or the ADSL service provided by Fujitsu Services. The priority is assessment and resolution of the incident. Subject to Post Office delivering to it’s obligations as defined within section 2.8. of this Communications Management Team Service Description to ensure there is clarification of any potential conflict between BT working procedures and OFCOM definition of responsibilities, Fujitsu Services will ensure that, incidents within the PSTN domain, e.g. filters, problems with the PSTN line etc, will be managed by Fujitsu Services thereby reducing the resource required within the appropriate Post Office team and avoiding the risk of delay in

assessment and resolution of the incident, which would result in the Branch being unable to trade for an extended period of time.

2.1.2 Service Management

2.1.2.1 Pro-Active Incident Reduction

To ensure the Branch and Counter Position availability is kept to a maximum and within the Branch and Counter Availability Service Level Targets (SLT), which have been agreed at a level commensurate with the provision of the CMT, as detailed in the CCD entitled: *“Branch Network Service, Service Description” (SVM/SDM/SD/0011)*, the CMT will work closely with the Systems Management Service. Where an event or a system or network incident has been identified, the Systems Management Service will raise an appropriate incident, (this may be in advance of any incident raised by the Branch), via the SD at the required severity / priority level to enable the issue to be resolved in accordance with the document entitled: *“POA Customer Service Incident Management Process Details” (CS/PRD/074)*.

2.1.2.2 Continuous Service Improvement

The CMT will work closely with the Fujitsu Services Service Management Team and Post Office on an on going basis to identify and implement, where agreed with Post Office, service or cost improvement initiatives with the service.

2.1.2.3 Service Reporting

The CMT will input into the content of the daily incident report provided by Fujitsu Services to Post Office which identifies all Branches with open incidents and the status to resolution of those incidents. This daily report enables Fujitsu Services and Post Office to track and monitor the progress of incidents and escalate any specific problems to minimise the amount of time the Branch can not trade.

The CMT will, as required, provide input into service reporting for distribution to Post Office as required under the Service Management Service described in the CCD entitled: *“Service Management Service, Service Description” (SVM/SDM/SD/0007)*.

2.2 Service Availability

The CMT Service is available from 08:00hrs to 18:30hrs Monday to Saturday excluding Christmas Day.

2.3 Service Levels and Remedies

2.3.1 General Principles

There are no specific Service Level Targets (SLT) associated with the CMT. However, the CMT will ensure that its activities are commensurate with ensuring the conformance to the Branch and Counter availability SLT as defined within the CCD entitled: *“Branch Network*

Service Description” (SVM/SDM/SD/0011) and data delivery SLT as defined within the CCD entitled: “Data Centre Operations Service, Service Description” (SVM/SDM/SD/0003).

2.3.2 Rectification Plan

This section is not applicable to the CMT

2.3.3 Service Levels for which Liquidated Damages Apply

There are no specific SLT associated with the CMT for which liquidated damages apply.

2.3.4 Service Levels for which Liquidated Damages Do Not Apply

There are no specific SLT associated with the CMT for which liquidated damages do not apply.

2.3.5 Operational Level Targets

There are no OLT associated with the CMT.

2.3.6 Performance Metrics

There are no Performance Metrics associated with the CMT.

2.3.7 Design Targets

There are no design targets associated with the CMT.

2.4 Service Limits and Volumetrics

- 2.4.1. The CMT has been scoped and priced to handle approximately 1500 network related incidents per month raised via the SD either internally by Fujitsu Services or by the Branches in accordance with sections 2.1 and 2.2 of this Communications Management Team Service Description,
- 2.4.2. Post Office and Fujitsu Services will review at regular intervals both the number of network related incidents received and the quality of the delivered service. Where there is a specific trend either up or down in the number of network related incidents received, Post Office and Fujitsu Services will agree an amendment to the scope of the CMT, such agreement not to be unreasonably withheld. Any changes to the scope of the service will be agreed via the Change Control Procedure.
- 2.4.3. Should Post Office wish to terminate the CMT Service, Post Office shall provide Fujitsu Services with 4 (four) weeks notice and shall raise a Change Request via the Change Control Procedure.

2.5 Assets and Licences

2.5.1 Assets

There are no assets associated with the CMT.

2.5.2 Licences

There are no licences associated with the CMT

2.6 Charges

2.6.1 Operational Fixed Charges

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charges

There are no operational variable charges associated with the CMT.

2.6.3 Additional Operational Variable Charges

There are no additional operational variable charges associated with the CMT.

2.7 Dependencies and Interfaces with Other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the CMT and/or any of the other Operational Services will be agreed via the Change Control Procedure.

2.7.1 CMT Outputs

If Post Office and Fujitsu Services agree to change the scope or availability of the CMT, the following Operational Services would be impacted in some way as illustrated in the following examples:

2.7.1.1 The Systems Management Service

The Systems Management Service will need to receive Incidents for investigation from an alternative source to the CMT.

2.7.1.2 The 3rd Line Support Service

The 3rd Line Support Service will need to receive Incidents for investigation from an alternative source to the CMT.

2.7.1.3 The Branch Network Service

The Branch Network Service will need to provide service reporting and a minimum level of incident management for network related incidents.

2.7.2 CMT Inputs

If Post Office and Fujitsu Services agree to change the scope or availability of any of other Operational Service the CMT would need to receive updates as to the resolution of Incidents from each of the Operational Services via the SD Incident management toolset in the same way as is currently provided.

2.7.2.1 Engineering Service

The Engineering Service will provide input to the CMT on training issues that may improve the first time fix rate delivered by the SD.

2.7.2.2 The SD

Network Incidents normally raised via the SD would need to be routed to the CMT via an alternative Service Desk.

2.8 Post Office Ltd Dependencies and Responsibilities

In addition to the generic Post Office responsibilities set out in Schedule 16 of the Agreement, Post Office will be responsible for:

- Ensuring the provision of an “Agent Status” agreement between Post Office, Fujitsu Services; or,
- Ensuring an escalation route is provided should Fujitsu Services encounter any issues in resolving incidents requiring the co-operation of BT where an “Agent Status” has not been agreed with Post Office.

2.9 Business Continuity

2.9.1 Summary

This section defines the measures taken to minimise the risk of not being able to provide the CMT and sets out what Fujitsu Services is required to provide in terms of business Continuity specific to the provision of this service. Details of the CMT business continuity plan is defined in the Working Document entitled: “*HNG-X Support Service Business Continuity Plan – Joint Working Document*” (SVM/SDM/PLA/0001).

2.10 Documentation Set Supporting the Service

The document set listed in Table 1 below supports the delivery of the CMT Service. Should any elements of the Service be changed following agreement with Post Office, Fujitsu Services



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will ensure these documents are also reviewed and amended where necessary in line with changes agreed.

Table 1

Document Ref	Document Title
SVM/SDM/PRO/0010	HSD Joint Working Document