

Fujitsu Services      Service Description for Data Centre Operations Service      Ref:      CS/SER/007  
Version:      2.0  
Commercial-In-Confidence      Date:      08/02/2005

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**Document Title:**      Service Description for Data Centre Operations Service

**Document Type:**      Customer Service Specification

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**Abstract:**      A description of the Data Centre Operations Service provided under contract to Post Office Limited

**Document Status:**      APPROVED

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
1.0	20/12/02	Produced for Contract Amendment	
1.1	24.11.04	Updated to reflect S75 changes inc. Network Banking	
2.0	08/02/2005	Change of author – updates following review full approval.	

### 0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
FS CS Director	Dave Baldwin
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( \* ) = Reviewers that returned comments

### 0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	8.0	19/12/02	Fujitsu Services Document Template	PVCS
CS/SIP/002			Business Continuity Framework	PVCS
RS/FSP/001			Security Functional Specification	PVCS
RS/POL/002			Pathway Security Policy	PVCS

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CS/PRD/112			Closure of NBX Link Procedure	PVCS
CS/SER/002			Horizon Systems Helpdesk: Service Description	PVCS

**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
POA CS	Fujitsu Services Post Office Account Customer Services
CCD	Contract Controlled Document
NBX	The term used to describe the NBE functionality absorbed into the Horizon domain
POL	Post Office Limited
WAN	Wide Area Network

## 0.5 Changes in this Version

Version	Changes
2.0	Change of author – updates following review

## 0.6 Changes Expected

Changes

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## 1.0 Service Summary

The Data Centre Operations Service is responsible for the provision of all Data Centre Operations delivering the Operational Service irrespective of technology platform or geographical location.

## 2.0 Service Principles

The following service principles will apply to the provision of the Data Centre Operations Service.

- (A) Operational staff will be appropriately trained to carry out the Data Centre Operations Service.
- (B) From time to time, Fujitsu Services shall be entitled to vary the number of operational staff, subject to the number of available staff being sufficient to meet the operational demand for this Data Centre Operations Service

## 3.0 Service Definition

The Data Centre Operations Services comprises the following key activities:

- a) Monitor the operational timetable and, in conjunction with the Systems Management Service and Third Line Support Service manage all exceptions in accordance with operational procedures.
- b) Ensure all appropriate support contracts are in place for the provision of this Data Centre Operations Service.
- c) Carry out database administration procedures in accordance with operational procedures.
- d) In line with the CCD entitled "*Business Continuity Framework*" (CS/SIP/002) carry out business continuity tests in accordance with operational procedures.
- e) Implement all operational changes in accordance with operational procedures.
- f) Escalate where appropriate any issues that will affect the undertaking of operational procedures.
- g) Carry out operational duties in support of audit requirements including regular archiving and management of off-site archive storage.
- h) Comply with operational and personnel security procedures as defined in RS/FSP/001 Security Functional Specification and RS/POL/002 Pathway Security Policy.
- i) Carry out operational procedures in support of the Capacity Management Service.

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- j) Carry out any operational procedures that support relevant Operational Level Agreements
- k) Manage the data communications network, including monitoring and support of data communication equipment.
- l) Operational management of Energis, including their responsibilities for the maintenance of WAN links into Branches. For the avoidance of doubt incidents received by the Horizon System Helpdesk Service (CS/SER/002) that relates to the WAN links into Branches are managed by this service (Data Centre Operations Service).
- m) Management of network hardware encryption.

## 4.0 Service Interface To Other Domains

- 4.1 Fujitsu Services shall be entitled to close down, so they are not available for use, the communication links between a single Data Centre and the NBX (but not between both Data Centres and the NBX, save as provided in the remainder of this paragraph 4) for the purposes of maintenance, support, upgrade, repair or replacement of any equipment used to provide or support those links. Fujitsu Services shall not carry out scheduled maintenance during the NB Core Hours in respect of any components of the Data Centres which provide on-line service.
- 4.2 Fujitsu Services shall be entitled (such entitlement being without prejudice to any rights or remedies of Post Office in respect of a Default by Fujitsu Services) to close down the link or restrict or prevent communications (in respect of all or certain types of data) between Data Centres and the NBX if (and only if) Fujitsu Services reasonably believes that:
  - (a) unless such action is taken there is a material risk that the security of the Services or the Horizon Service Infrastructure will be materially compromised;
  - (b) data originating from the NBX would, if such action is not taken, cause the Services or the Horizon Service Infrastructure to be materially impaired or degraded;



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(c) data originating from the Horizon Service Infrastructure would, if such action is not taken, cause the NBX or End to End Banking to be materially impaired or degraded; or

(d) as a result of an actual or suspected serious failure within End to End Banking, there is a material risk that Banking Transactions might be incorrectly Authorised or otherwise carried out in error. [NBR588]

4.3 Within one working day of Fujitsu Services closing down the interface between the Data Centres and the NBX in accordance with paragraph 4.2 above, Fujitsu Services shall provide Post Office with a written report explaining:

- (a) why that action was necessary; and
- (b) if the interface remains closed at the time of provision of such report, what further actions are required by Fujitsu Services, Post Office, Banks and Post Office's third-party suppliers to reinstate the interface and proposals to prevent recurrence of the need to close the interface.

4.4 Post Office and Fujitsu Services shall agree:

- (a) the detailed criteria and procedures (including those in respect of the circumstances set out in paragraphs 4.2 and 4.3 above); and
- (b) the procedures for closure of links described in paragraph 4.1 above,

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which shall be followed prior to and following the event of such closure including (in respect of paragraph 4.2 only) the commercial consequences (if any) and the consequences for the operation of the NBS. Such criteria and procedures shall be agreed by the parties and shall be documented by the Fujitsu Services in the CCD entitled “*Closure of NBX Link Procedure*” (CS/PRD/112) prior to commencement of the NB Pilot (Soft Launch).

## 5.0 Service Availability

The Service is not directly available to Post Office Ltd. It is a service internal to Fujitsu Services and will be available 24 hours per day, every day of the year

## 6.0 Service Targets and Limits

There are no specific service targets linked directly with this service. However attainment of all data delivery Service Level Targets, as specified in Annex 2 of Schedule15, are directly related to the successful provision of this service.

## 7.0 Service Dependencies and Post Office responsibilities

- (a) Post Office shall propose a description of the operational procedures around the NBE/Horizon Service Infrastructure boundary including (but not limited to) exception reporting and escalation points to be agreed by the parties (such agreement not to be unreasonably withheld) and documented by Post Office in a Working Document entitled “*NBX Operational Level Agreement*”.