



Management Information Service: Service Description

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Ref: CS/SER/015
Version: 3.0
Date: 08/07/2005

Document Title: Management Information Service: Service Description

Document Type: Service Description

Release: S80

Abstract: Service Description of the Management Information Service provided under contract to Post Office Ltd

Document Status: APPROVED

Originator & Dept: John Moran : Fujitsu Services Customer Service

Internal Distribution: Dave Baldwin - CS Director
Carl Marx - Infrastructure/Availability Manager

External Distribution: Les Henderson - Post Office Ltd
Liz Tuddenham - Post Office Ltd

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

Name	Role	Signature	Date
Bernadette O'Donnell	Post Office Ltd Network Support - Supplier & Service Performance Manager		
Carl Marx	Fujitsu Services Post Office CS Infrastructure and Availability Manager		

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	20/12/02	First authorised version introduced under contract negotiations and agreed between Fujitsu Services and Post Office	
1.1	28/9/04	Second draft version revised to reflect the removal of the 'Multiple Transactions report' from this service description to reflect changes made to the Post Office Ltd requirements addressed by the completion to PSO-FSL_CR00187.	
2.0	18/11/04	For approval since no review comments were received.	
2.1	16/6/05	Periodic review. Amendments relating to S80 release	
3.0	08/07/05	For approval. No comments received.	

0.2 Review Details

Review Comments by :	
Review Comments to :	John Moran – MSU Manager

<i>Mandatory Review</i>	
Post Office: Network Support – Supplier & Service Performance Manager	Liz Tuddenham
Fujitsu Services: Pathway – Infrastructure Services Manager	Carl Marx
Fujitsu Services: POA – Customer Service Director	Dave Baldwin
<i>Optional Review</i>	
Post Office Ltd	Les Henderson
Fujitsu POA	Jez Murray

<i>Issued for Information – Please restrict this distribution list to a minimum</i>	
Position	Name

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
CS/PER/013			Service Review Performance (Service Review Book)	PVCS
CS/PRD/104	0.3	22/11/2002	System Service: Reporting & Remedial Settlement Process	PVCS
CS/PRO/133	0.4	18/04/2002	Data File Delivery SLA Exclusion Conditions	PVCS
NB/SDS/008	2.2	16/11/04	Network Banking MIS Reports Design	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
MIS	Management Information Service
Miscellaneous Data Query Request	A request for data from the Post Office as described in paragraph 3.3 of this CCD
MSU	Fujitsu Services Management Support Unit – the team which collectively supplies the Management Information Service
OLA	Operational Level Agreement
PAN	Personal Account Number

Post Office Ltd	Post Office
Service Management Forum	Forum comprised of nominated representatives from both the Fujitsu Services and the Post Office which meet at regular intervals to review the service supplied by Fujitsu Services
Service Review Book	A document published on a monthly basis by Fujitsu Services detailing the previous months achievement to target against SLA(s) and containing managerial comment when appropriate, as further described in paragraph 3.1
CS POA	Fujitsu Services Post Office Account.
SLA	Service level Agreement(s)
SLT	Service Level Target

0.5 Changes in this Version

Version	Changes
3.0	For approval. No comments received.

0.6 Changes Expected

Changes

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1.0 Service Summary

1.1 General

- The primary aim of the Management Information Service (MIS) is to provide to the Post Office performance reporting and management information relating to the Horizon Services.

1.2 Main elements of the MIS

- The delivery to Post Office of the monthly Service Review Book (SRB) as detailed in para. 3.1 below.
- The delivery to Post Office of supporting information leading to the settlement with Post Office of Liquidated Damages where applicable, as detailed in para. 3.4 below.
- The delivery to Post Office of management information in accordance with the requirements set out in paragraph 3.2.1 in relation to Network Banking transaction data.
- The delivery to Post Office Ltd. management information in relation to the Automated Payments Service (APS) transaction delivery to individual clients as detailed in paragraph 3.2.2.
- The delivery to Post Office Ltd management information in relation to the Capacity Management Service as detailed in paragraph 3.2.3.
- The delivery to Post Office Ltd management information in response to a Miscellaneous Data Query Request which may be received by Fujitsu Services, as detailed in para. 3.3.

2.0 Service Principles

2.1 General

- Staff utilised for the MIS will have the necessary skills to provide statistical and data analysis appropriate to the MIS.

3.0 Service Definition

3.1 The Service Review Book

- The Service Review Book is the primary input into the Service Management Forum reporting on performance against SLT's.
- Fujitsu Services will deliver version 1 of the monthly SRB to Post Office by close of business on the fifth working day following the end of the month being reported. This version will contain SLT data only.

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- Fujitsu Services will deliver a second iteration of the monthly SRB to Post Office by close of business on the tenth working day following the end of the month being reported. This version will contain SLT data (which may have been updated from version 1 due to the late delivery of information) and a service summary broken down into the following categories:
 - a) Management Summary – highlights of the last months service delivery;
 - b) A high level review of each of the supplied services;
 - c) Service volumetric data which is available to the MSU, for example:
 - The Number of calls received from live Post Office branches by the Horizon Systems Helpdesk (HSH).
 - The number of OBCS transactions.
 - The number of APS transactions.
 - Technical Service Desk volumetrics as defined in section 4.3.3 of the CCD Technical Service Desk – Service Description (CS/PRO/148).
 - Number of live Post Office branches and counter positions.
 - d) High level review of problem management and cross domain problem status;
 - e) High level review of release management including releases delivered and future scheduling;
 - f) Annexes identifying Engineer Services failures attracting remedies and failures against SLTs. These annexes will detail the following in respect of each failure:
 - Incident reference
 - Degree of failure
 - Brief description of incident
 - Explanation of cause of failure
 - Action planned/taken to mitigate further failures
 - The SRB will contain SLA information as described in paragraphs 3.1.5 to 3.1.8 below.
 - Monthly SLA achievement shall be reported over the previous 13 calendar months.
 - SLA achievement, with the exception of all Data Services SLA's (Data file delivery and Logistical feeder service, as detailed in Annex 2 Schedule 15), shall be reported to one decimal place.
 - SLA achievement for all Data Services SLA's shall be reported to two decimal places.
 - SLA achievement shall be colour coded as follows:
 - a) Green: SLA target met – no issues to report;

- b) Amber: SLA target missed – one off incident with action plan in place or not required;
- c) Red: SLA target missed – root cause unknown at this point or no action planned to resolve the issue and could re-occur.

3.2 Management Information

Fujitsu Services will deliver the following Network Banking management information to Post Office, in the form and manner as further detailed in the CCD entitled: *Network Banking MIS Reports Design* (NB/SDS/008):

- a) **MIS money laundering report:** Fujitsu Services shall produce on a monthly basis a report listing, by Branch, the cash deposit Banking Transactions that exceeded the configurable threshold specified in the above CCD, together with a Post Office Branch summary giving the number and value of such Banking Transactions.
- b) **MIS multiple transactions report:** Fujitsu Services shall produce on a monthly basis a report giving the number of Banking Transactions conducted for the same PAN on a calendar day in excess of the configurable threshold specified in the above CCD, with details of all such Banking Transactions sorted by Post Office Branch, PAN and the date on which those Banking Transactions occurred.
- c) **MIS transaction outcome analysis by branch report:** Fujitsu Services shall produce on a weekly basis a report giving, by Post Office product and Banking Transaction outcome, the number and value of Banking Transactions for the previous accounting week.
- d) **MIS bank analysis report:** Fujitsu Services shall produce on a weekly basis a report in respect of each accounting week for each Bank, issuer scheme, posting date (the date from which the relevant Transmission Day Number (as defined in the TIP application interface specification) is derived), Network Banking Settlement Date, product type and value band, the outcome, daily number and value (determined from the applicable Network Banking Confirmation) of Banking Transactions harvested in that Accounting Week. There shall be value bands as specified in the CCD entitled “Network Banking MIS Reports Design” (NB/SDS/008).
- e) **MIS Card Account Transactions by Method of Entry**

The report will show details for a month and be run for a selectable month. The report will have details of Card Account (CAPO) transactions as follows. The report will contain two sections:

Section 1 will show the total number of outlets which undertook at least one CAPO transaction using chip entry – i.e. Method of Entry 4 - ICC PIN Pad Read. - for each week in the period.

Section 2 will show for all outlets which performed CAPO transactions but did not do any by chip entry, for each FAD the Post Office Name, the total number of transactions and the number of transactions for each method of entry.

- f) **Outlet Opening report.** A report normally run monthly showing for each trading date in a selectable time period the count of outlets expected to be open, the count of outlets trading, the count of outlets expected to be open but not trading and the count of outlets expected to be closed but trading.

Measures

- Count of Outlets Expected to be Open
- Count of Outlets Trading
- Count of Outlets Expected to be open but NOT Trading
- Count of Outlets Expected to be closed but Trading

g) **PO Opening Exceptions report:**

A report run for a selectable period, normally a month, showing for given days the outlets which were expected to be open but did not trade.

The sort sequence will be by trading date and then by FAD Code

Data

- Trading date
 - FAD Code
 - Outlet Name
- h) Changes to the value bands and / or introduction of additional bands will be effected through the Hard Change Control Procedure. Both parties agree, (but for the avoidance of doubt without any commitment) that, in the normal course of business, four weeks would be a reasonable period to allow for the introduction of a change to the value band. Fujitsu Services shall provide Post Office with one copy of each MIS report electronically using "Business Objects" software (or such other software as may be agreed by the parties in writing from time to time).
- Fujitsu Services will deliver APS client transaction management information to Post Office Ltd by close of business on the tenth working day after the end of the month being reported. The information to be provided is as follows:
 - a) The number of transactions completed, (in respect of APS at APS client level), each day throughout the Post Office Branch network; and
 - b) The delivery profile of those transactions, (in respect of APS at APS client level), based upon the % delivery to Day B, Day C, Day D and Day J (where Day A is the

transaction completion date).

- Fujitsu Services will deliver Capacity Management information to the Post Office by close of business on the tenth working day after the end of the month being reported, in accordance with the CCD entitled: Capacity Management Business Volumes (PA/PER/033), section 4H.

3.3 Miscellaneous Data Queries

- Post Office Ltd may request Fujitsu Services to supply data not normally reported by the MIS within section 3.1 & 3.2, subject to the limits detailed in section 5.2.
- Post Office will submit a Miscellaneous Data Query Request via the Fujitsu Services 'Ad-hoc query' mailbox. Urgent requests for data may be communicated via the telephone, however all such requests must be followed up as soon as reasonably practical by a written Miscellaneous Data Query Request.
- Fujitsu Services will log all Miscellaneous Data Query Requests in a database for future reference and audit requirements.
- Fujitsu Services will deliver data to Post Office Ltd in any of the following formats as requested by Post Office:

- a) Business Objects Report; or
- b) MS Office: Word / Excel.

The data shall be delivered in paper or electronic (CD / E mail / Diskette) form, as requested by the Post Office.

- Fujitsu Services shall use reasonable endeavours to return the completed Miscellaneous Data Query Request to Post Office within 5 working days from receipt.
- Fujitsu Services will advise Post Office if they are unable to deliver the completed Miscellaneous Data Query Request within 5 working days and will advise Post Office of the estimated delivery date.
- In carrying out the MIS service, Fujitsu Services shall comply with its data protection obligations as identified in paragraph 2.3.1 of Schedule 2 to this Agreement.

3.4 Calculation of Liquidated Damages

- Some but not all SLT's are subject to Liquidated Damages when the applicable Liquidated Damage Threshold (LDT) has not been achieved. Those Service levels that do attract liquidated damages are identified within Schedule 15.
- Fujitsu Services will provide Post Office Ltd. with the backing data that has been used to calculate the financial payments associated with any liquidated damages on a monthly basis.
- Post Office will review this backing data to verify this financial payment is correct

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- Post Office will advise Fujitsu Services if it considers any payment to be incorrect and both parties will attempt to resolve any dispute at the operational level.
 - If a dispute cannot be resolved at the operational level, the issue will be escalated to the Service Management Forum for discussion and resolution.
 - If a dispute cannot be resolved at the Service Management Forum, the issue will be referred to the Commercial Forum where it will be resolved using the established 'Case Law' procedure.
 - Once both parties have agreed on the value of the financial payment, Fujitsu Services will issue a credit note to Post Office Ltd. based upon the amount payable over the relevant Post Office quarter in accordance with Schedule 9.

4.0 Service Availability

The MIS will be available from 9:00 to 17:30 Monday to Friday excluding Bank Holidays.

5.0 Service Targets & Limits

5.1 Targets

5.1.1 Service Review Books

- a) Fujitsu Services will deliver to Post Office the 1st iteration of the SRB – 5 working days after month end;
- b) Fujitsu Services will deliver to Post Office the 2nd iteration of the SRB – 10 working days after month end; and
- c) Fujitsu Services will use reasonable endeavours to deliver a completed Miscellaneous Data Query Request to Post Office within 5 working days of receipt.

5.1.2 Network Banking MIS Reports Delivery

- a) Fujitsu Services will, in the normal course of business, provide Post Office with one copy of each MIS report within the time limits specified below:
 - in the case of the Reports specified in paragraphs 3.2.1 a) to c) above no later than 5 working days after the end of the period covered by the Report; and
 - in the case of the Report referred to in paragraph 3.2.1 d) no later than 1 working day after the end of the period covered by the Report.
- b) Where circumstances outside the normal course of business impact on the timing of provision of a MIS report to Post Office Ltd. then such report shall be provided to Post Office as soon as reasonably practical after the end of the period covered by the Report. Fujitsu Services shall notify Post Office Ltd as soon as reasonably practicable after

becoming aware of circumstances that will delay preparation or provision of a MIS report.

- c) In the case of the MIS reports referred to in paragraphs 3.2.1 a) to c) above information from any Branch which is non-polling between the end of the period covered by the MIS report and the time when that MIS report is prepared will not be included in the MIS report for that period but will be included in a subsequent reprint of the MIS report showing that information, once all the Branches have been polled.

5.2 Limits

Post Office may submit no more than 5 Miscellaneous Data Query Requests each week.

6.0 Service Dependencies & Post Office Responsibilities.

6.1 Post Office Responsibilities

- Fujitsu Services will only accept an Miscellaneous Data Query Request if it has been received via the agreed route as described in paragraph 3.3.2.
- Post Office Ltd. will make Miscellaneous Data Query Requests using the standard Miscellaneous Data Query Request form.
- Post Office Ltd. will use reasonable endeavours to refuse any requests for data from within their organisation which they do not consider are cost justified. Where necessary, Post Office Ltd. will consult Fujitsu Services prior to any such request being made.
- Post Office Ltd shall not submit any Miscellaneous Data Query Request, which would normally be submitted via the established audit and security route. Any such request will be refused by Fujitsu Services MIS.