

Fujitsu Services

Management Information Service: Service
Description

Ref: CS/SER/015

Version: 2.0

Commercial in Confidence

Date: 18-Nov-2004

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/Pin/CL
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.	CP_3753
2.0	18/11/04	For approval since no review comments were received.	

0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
Post Office Ltd Network Support – Supplier & Service Performance Manager	Bernadette O'Donnell
Fujitsu Services Post Office Account – Infrastructure Services Manager	Richard Brunskill
Fujitsu Services Post Office Account – Customer Service Director	Dave Baldwin
Optional Review / Issued for Information	
Post Office Ltd Network Support – Performance Reporting Manager	Les Henderson

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
CS/PER/013			Service Review Performance	PVCS
CS/PRD/104	0.3	22/11/2002	System Service: Reporting & Remedial Settlement Process	PVCS

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CS/PRO/133	0.4	18/04/2002	Data File Delivery SLA Exclusion Conditions	PVCS
NB/SDS/008			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.

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™	Post Office Ltd
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
SLA	Service level Agreement(s)
SLT	Service Level Target

The definitions above apply within this document only. Any other defined terms used within this document, other than those set out in the table above, shall have the meaning as defined within Schedule 1 of the Agreement.

0.5 Changes in this Version

Version	Changes
1.0	First Issue
1.1	Section 3.2.1 (b). The 'Multiple Transactions' report is now removed as per the relevant change control documents. Section 3.1.3 (c), and (f) to remove references to the Technical Service Desk / TSD.
2.0	CS Director amendment. No review comments returned

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0.6 Changes Expected

Changes

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1.0 Service Summary

1.1 General

- 1.1.1 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

- 1.2.1 The delivery to Post Office Ltd of the monthly Service Review Book (SRB) as detailed in para. 3.1 below.
- 1.2.2 The delivery to Post Office Ltd of supporting information leading to the settlement with Post Office of Liquidated Damages where applicable, as detailed in para. 3.4 below.
- 1.2.3 The delivery to Post Office Ltd of management information in accordance with the requirements set out in paragraph 3.2.1 in relation to Network Banking transaction data.
- 1.2.4 The delivery to Post Office Ltd of management information in relation to the Automated Payments Service (APS) transaction delivery to individual clients as detailed in paragraph 3.2.2.
- 1.2.5 The delivery to Post Office Ltd of management information in relation to the Capacity Management Service as detailed in paragraph 3.2.3.
- 1.2.6 The delivery to Post Office Ltd of 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

- 2.1.1 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

- 3.1.1 The Service Review Book is the primary input into the Service Management Forum reporting on performance against SLT's.

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- 3.1.2 Fujitsu Services will deliver version 1 of the monthly SRB to Post Office Ltd by close of business on the fifth working day following the end of the month being reported. This version will contain SLT data only.
- 3.1.3 Fujitsu Services will deliver version 2 of the monthly SRB to Post Office Ltd 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.
 - 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 . 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
- 3.1.4 The SRB will contain SLA information as described in paragraphs 3.1.5 to 3.1.8 below.
- 3.1.5 Monthly SLA achievement shall be reported over the previous 13 calendar months.
- 3.1.6 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.

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- 3.1.7 SLA achievement for all Data Services SLA's shall be reported to two decimal places.
- 3.1.8 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

- 3.2.1 Fujitsu Services will deliver the following Network Banking management information to Post Office Ltd, 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 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.
 - c) 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).
 - d) 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).

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- 3.2.2 Fujitsu Services will deliver the OBCS (including OBCS stops) & APS client transaction management information to Post Office 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).
- 3.2.3 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

- 3.3.1 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.
- 3.3.2 Post Office Ltd 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.
- 3.3.3 Fujitsu Services Ltd will log all Miscellaneous Data Query Requests in a database for future reference and audit requirements.
- 3.3.4 Fujitsu Services Ltd will deliver data to Post Office 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.
- 3.3.5 Fujitsu Services shall use reasonable endeavours to return the completed Miscellaneous Data Query Request to Post Office within 5 working days from receipt.
- 3.3.6 Fujitsu Services will advise Post Office Ltd 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.

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- 3.3.7 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

- 3.4.1 Some but not all SLA'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.
- 3.4.2 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.
- 3.4.3 Post Office Ltd will review this backing data to verify this financial payment is correct
- 3.4.4 Post Office Ltd 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.
- 3.4.5 If a dispute cannot be resolved at the operational level, the issue will be escalated to the Service Management Forum for discussion and resolution.
- 3.4.6 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.
- 3.4.7 Once both parties have agreed on the value of the financial payment, Fujitsu Services will issue a credit note to Post Office 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 Ltd the 1st iteration of the SRB – 5 working days after month end;
 - b) Fujitsu Services will deliver to Post Office Ltd the 2nd iteration of the SRB – 10 working days after month end; and

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- c) Fujitsu Services will use reasonable endeavours to deliver a completed Miscellaneous Data Query Request to Post Office Ltd 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 Ltd 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 Ltd 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

- 6.1.1 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.
- 6.1.2 Post Office Ltd will make Miscellaneous Data Query Requests using the standard Miscellaneous Data Query Request form.
- 6.1.3 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.

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- 6.1.4 Post Office Ltd will 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.