



**Application Support Service (Fourth Line):**  
**Service Description**  
**Commercial in Confidence**

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**Document Title:** Application Support Service (Fourth Line): Service Description

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**Abstract:** Service description of the Application Support Service (Fourth Line) provided under contract to Post Office.

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	24/08/06	Agreed	

### 0.2 Review Details

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<i>Mandatory Review</i>	
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( \* ) = Reviewers that returned comments

### 0.3 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/SD/0004			Third Line Support Service: Service Description	PVCS

CS/FSP/006			End to End Support Process – Operational Level Agreement	PVCS
SVM/SDM/SD/0001			Service Desk Service: Service Description	PVCS
CON/MGM/005			Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement	PVCS
SVM/SDM/SD/0007			Service Management Service: Service Description	PVCS
SVM/SDM/SD/0006			Systems Management Service: Service Description	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
Release Authorisation Process	means the process defined in Annex A (Release Management Service) of the CCD entitled: “ <i>Service Management Service, Service Description</i> ” (SVM/SDM/SD/0007)

#### 0.5 Changes in this Version

Version	Changes

#### 0.6 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.
Post contract signature following agreement to any Draft Notes (DN) included within the document.

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## 1.0 Service Summary

- 1.1. The Application Support Service (Fourth Line) provides:
  - (a) application support in terms of Software fixes to the Business Capabilities and Support Facilities using appropriately trained operational staff;
  - (b) investigation and resolution of new Software Incidents within the Branch Infrastructure and HNG-X Central Infrastructure environments which cannot be otherwise resolved either due to technical or resource limitations by the Third Line Support Service. The initial investigation and resolution of known Software Incidents, which is classed as "first line", "second line" and "third line" support respectively, is described in the Contract Controlled Documents (CCDs) entitled "*Service Desk Service: Service Description*" (SVM/SDM/SD/0001), "*Systems Management Service, Service Description*" (SVM/SDM/SD/0006), "*Third Line Support Service, Service Description*" (SVM/SDM/SD/0004); and
  - (c) programme support, the detail of which is set out in Annex A to this Applications Support Service (Fourth Line) Service Description.
- 1.2. Notwithstanding any provision in any Schedule, CCD or CRD to the contrary, Fujitsu Services is not obliged to provide the Third Line Support Service or the Application Support Service (Fourth Line) in respect of Configured POL FS or the SAP Loading Applications.
- 1.3. From 1 April 2010 the following elements of programme support (as set out in Annex A to this Applications Support Service (Fourth Line) Service Description) shall no longer be provided by Fujitsu Services:
  - i. programme office resource;
  - ii. change management; and
  - iii. requirements analysis and architecture in respect of the Systems Management Service, Security Management Service, Branch and Central Network Services, HNG-X Service Infrastructure and BCSF Service.

## 2.0 HNG-X

### 2.1 Service Definition

#### 2.1.1 Software Support

The Application Support Service (Fourth Line) will provide Software support by:

- (a) receiving from the Third Line Support Service, Software related Incidents which cannot be resolved by the Third Line Support Service. Such Incidents will have been originally logged by the Service Desk following a call from a Branch, or

having been logged by the Systems Management Service, the Central Network Service or the Data Centre Operations Service;

- (b) identifying a “known error” following receipt of the Incident from the Third Line Support Service, where this information will be communicated to the Third Line Support Service and the appropriate Known Error Log (KEL) will be updated and the information disseminated to the Service Desk to enable the resolution of similar Incidents;
- (c) ensuring the internal Fujitsu Services Incident management systems are updated with the Incident resolution details prior to return to the Third Line Support Service together with the method of recreation of the problem;
- (d) ensuring that the Third Line Support Service is made aware of the symptoms which generate an Incident. This will be documented by the Application Support Service (Fourth Line) and be available to both the Service Desk and the Systems Management Service;
- (e) ensuring that any resolutions or workarounds which are returned to the Third Line Support Service have been tested (including regression testing) and have been correctly authorised in accordance with the Release Authorisation Process;
- (f) providing the Third Line Support Service with documentation relating to new Releases in sufficient time to enable the Third Line Support Service to become familiar with the new product or service prior to its Release into the Branch Infrastructure or HNG-X Central Infrastructure environments. This documentation will be in the form of a “support guide” which is defined in the Working Document entitled: “*End to End Support Process – Operational Level Agreement*” (CS/FSP/006); and
- (g) liaising with Fujitsu Services' subcontractors / suppliers, or Post Office's suppliers, if the Parties consider it is appropriate, as and when an additional level of Software support is required.

## **2.2 Service Availability**

The Application Support Service (Fourth Line) is not directly available to Post Office. It is a service internal to Fujitsu Services and is available 24 hours per day, but is provided only on an on-call basis outside of 09:00hrs to 17:30hrs Monday to Friday. The Application Support Service (Fourth Line) is also on-call during Bank Holidays.

## **2.3 Service Levels and Remedies**

### **2.3.1 General Principles**

This section is not applicable to the Application Support Service (Fourth Line).

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### **2.3.2 Service Level Relief**

This section is not applicable to the Application Support Service (Fourth Line).

### **2.3.3 Rectification Plan**

This section is not applicable to the Application Support Service (Fourth Line).

### **2.3.4 Service Levels for which Liquidated Damages Apply**

There are no specific SLTs for which liquidated damages apply that are linked directly with the Application Support Service (Fourth Line). However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Application Support Service (Fourth Line) should support be required:

- (a) Data Centre Operations Service;
- (b) Branch Network Service; and
- (c) Engineering Service.

### **2.3.5 Service Levels for which Liquidated Damages Do Not Apply**

There are no specific SLTs for which liquidated damages do not apply that are linked directly with the Application Support Service (Fourth Line). However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Application Support Service (Fourth Line) should support be required:

- (a) Data Centre Operations Service;
- (b) Branch Network Service;
- (c) Central Network Service;
- (d) Service Desk Service; and
- (e) Reconciliation Service.

### **2.3.6 Operational Level Targets**

There are no OLTs associated with the Application Support Service (Fourth Line).

### **2.3.7 Performance Metrics**

There are no performance metrics associated with the Application Support Service (Fourth Line).

### **2.3.8 Design Targets**

There are no design targets associated with the Application Support Service (Fourth Line).



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## **2.4 Service Limits and Volumetrics**

There are no service limits and volumetrics associated with the Application Support Service (Fourth Line).

## **2.5 Assets and Licences**

### **2.5.1 Assets**

There are no assets associated with the Application Support Service (Fourth Line).

### **2.5.2 Licences**

There are no licenses associated with the Application Support Service (Fourth Line).

## **2.6 Charges**

### **2.6.1 Operational Fixed Charge**

See Schedule D1 of the Agreement.

### **2.6.2 Operational Variable Charge**

There are no Operational Variable Charges applicable to the Application Support Service (Fourth Line).

### **2.6.3 Additional Operational Variable Charges**

There are no additional Operational Variable Charges applicable to the Application Support Service (Fourth Line).

## **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 Application Support Service (Fourth Line) and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with the other Operational Services as at the Amendment Date, as follows:

### **2.7.1 Third Line Support Service**

The Third Line Support Service works closely with the Applications Support Service (Fourth Line) to provide bug fixes to enable the resolution of Software Incidents.

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## 2.8 Post Office Dependencies and Responsibilities

Except for the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, there are no Post Office dependencies and responsibilities associated with the Application Support Service (Fourth Line).

## 2.9 Business Continuity

- 2.9.1** Fujitsu Services is responsible for maintaining business continuity arrangements for the Application Support Service (Fourth Line) and sharing this information with Post Office, as requested.
- 2.9.2** Fujitsu Services and Post Office Business Continuity Managers, will agree a plan of action in accordance with the Major Business Continuity Incident (MBCI) management process as set out in the Working Document entitled: *“Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement”* (CON/MGM/005).

## 2.10 Documentation Set Supporting the Service

See the associated documents set out at section 0.3 of this Application Support Service (Fourth Line) Service Description.

## **3.0 HNG-X Application Roll Out – Transitional Period**

### **3.1 Service Definition**

3.1.1. See section 2.1 of this Application Support Service (Fourth Line), Service Description.

### **3.2 Service Availability**

3.2.1 See section 2.2 of this Application Support Service (Fourth Line), Service Description.

### **3.3 Service Levels and Remedies**

See section 2.3 of this Application Support Service (Fourth Line), Service Description.

### **3.4 Service Limits and Volumetrics**

See section 2.4 of this Application Support Service (Fourth Line), Service Description.

### **3.5 Assets and Licences**

See section 2.5 of this Application Support Service (Fourth Line), Service Description.

### **3.6 Charges**

See section 2.6 of this Application Support Service (Fourth Line), Service Description.

### **3.7 Dependencies and Interfaces with Other Operational Services**

See section 2.7 of this Application Support Service (Fourth Line), Service Description.

### **3.8 Post Office Dependencies and Responsibilities**

See section 2.8 of this Application Support Service (Fourth Line), Service Description.

### **3.9 Business Continuity**

See section 2.9 of this Application Support Service (Fourth Line), Service Description.

### **3.10 Associated Documentation**

See section 2.10 of this Application Support Service (Fourth Line), Service Description.

## **4.0 Pre HNG-X Application Roll Out**

### **4.1 Service Definition**

See section 2.1 of this Application Support Service (Fourth Line), Service Description.

### **4.2 Service Availability**

See section 2.2 of this Application Support Service (Fourth Line), Service Description.

### **4.3 Service Levels and Remedies**

See section 2.3 of this Application Support Service (Fourth Line), Service Description.

### **4.4 Service Limits and Volumetrics**

See section 2.4 of this Application Support Service (Fourth Line), Service Description.

### **4.5 Assets and Licences**

See section 2.5 of this Application Support Service (Fourth Line), Service Description.

### **4.6 Charges**

See section 2.6 of this Application Support Service (Fourth Line), Service Description.

### **4.7 Dependencies and Interfaces with Other Operational Services**

See section 2.7 of this Application Support Service (Fourth Line), Service Description.

### **4.8 Post Office Dependencies and Responsibilities**

See section 2.8 of this Application Support Service (Fourth Line), Service Description.

### **4.9 Business Continuity**

See section 2.9 of this Application Support Service (Fourth Line), Service Description.

### **4.10 Documentation Set Supporting the Service**

See section 2.10 of this Application Support Service (Fourth Line), Service Description.

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## **5.0 Annex A: Programme Support**

### **5.1 HNG-X**

#### **5.1.1 Service Summary**

Fujitsu Services shall provide the following elements of programme support which form part of the Application Support Service (Fourth Line):

- 5.1.1.1 programme office management;
- 5.1.1.2 Software configuration management;
- 5.1.1.3 change management;
- 5.1.1.4 document management;
- 5.1.1.5 requirements analysis and architecture in respect of the Systems Management Service, Security Management Service, Branch and Central Network Services, HNG-X Service Infrastructure and BCSF Service;
- 5.1.1.6 development management;
- 5.1.1.7 testing of Application Support Service (Fourth Line) bug fixes prior to Release distribution into the live estate, (including management, design, validation and integration);
- 5.1.1.8 the management of updates to Fujitsu Services' third party products including the procurement of third party Hardware and Software maintenance for the HNG-X Service Infrastructure;
- 5.1.1.9 the management of Fujitsu Services' internal Hardware and Software requirements; and
- 5.1.1.10 Release distribution support.

#### **5.1.2 Service Definition**

##### **5.1.2.1 Programme Office Management (until 1 April 2010)**

The Application Support Service (Fourth Line) will, until 1 April 2010, provide programme office management to manage the implementation of the HNG-X Application and any future Releases onto the HNG-X Service Infrastructure.



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**5.1.2.2 Software Configuration Management**

The Application Support Service (Fourth Line) will ensure Software configuration management is completed in accordance with ITIL best practice.

**5.1.2.3 Change Management (until 1 April 2010)**

The Application Support Service (Fourth Line) will, until 1 April 2010, manage:

- (a) any 'changes' to the Agreement made in accordance with the Change Control Procedure;
- (b) internal Fujitsu Services' change proposals in accordance with ITIL best practice; and
- (c) the ordering of Work Packages and Work Orders in accordance with paragraphs 4 and 5 of Schedule D2.

**5.1.2.4 Document Management**

The Application Support Service (Fourth Line) will ensure all Fujitsu Services documentation, (and Post Office originated documentation where this documentation is jointly reviewed by both Post Office and Fujitsu Services), is:

- (a) managed in accordance with the joint Post Office and Fujitsu Services document management procedure;
- (b) reviewed by the applicable parties, as required (but at least once annually); and
- (c) version controlled in accordance with the Parties' document management standards and naming conventions.

**5.1.2.5 Requirements Analysis and Architecture (until 1 April 2010)**

The Application Support Service (Fourth Line) will, until 1 April 2010, complete the appropriate requirements analysis and architecture analysis in respect of the Systems Management Service, Security Management Service, Branch and Central Network Services, HNG-X Service Infrastructure and BCSF Service.

**5.1.2.6 Development Management**

The Application Support Service (Fourth Line) will provide an appropriate level of development management and support for the POL FS Hosting Service and for any Releases.

**5.1.2.7 Testing**

The Application Support Service (Fourth Line) will ensure the appropriate level of testing in relation to Application Support Service (Fourth Line) generated bug fixes is completed to include the testing of the design, integration and final validation of any Software updates applied to the HNG-X Service Infrastructure.

#### **5.1.2.8 Management of Third Party Products**

The Application Support Service (Fourth Line) will manage the procurement of the appropriate Fujitsu Services' third party Hardware and Software updates which will include both third party Hardware and Software maintenance for the HNG-X Service Infrastructure.

#### **5.1.2.9 Management of Fujitsu Services Development Hardware and Software**

The Application Support Service (Fourth Line) will manage the internal Fujitsu Services Hardware and Software maintenance for the development requirements, architecture, systems design and programme office environments.

#### **5.1.2.10 Release Distribution Support**

The Application Support Service (Fourth Line) will provide support by way of bug fixes for all Releases during Release distribution by the Release Management Service as described in Annex A of the CCD entitled "*Service Management Service, Service Description*" (SVM/SDM/SD/0007).

## **5.2 HNG-X Application Roll Out – Transitional Period**

### **5.2.1 Service Definition**

5.2.1.1 See section 5.1.2 of this Annex A, save for the following:

- (a) section 5.1.2.8 which will be replaced by:
  - i. the Application Support Service (Fourth Line) will manage the procurement of the appropriate Fujitsu Services third party Hardware and Software updates including both third party Hardware and Software maintenance for the HNG-X Service Infrastructure, including any Software provided by Escher.

## **5.3 Pre HNG-X Application Roll Out**

### **5.3.1 Service Definition**

See section 5.2.1 of this Annex A to this Application Support Service (Fourth Line) Service Description.