

**Horizon Online 3rd Line Application Support Service: Service Description**

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)



**Document Title:** Horizon Online 3rd Line Application Support Service: Service Description

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**Approval Authorities:**

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See HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on who should approve.



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### 0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	CCN1200
1.1	15/08/08	Revisions made as a result of personnel changes	N/A
2.0	27/01/09	Document Approved	N/A
2.1	16/06/10	Changes in personnel and some management roles. Removed references to out of hours laptops and use of a specific DR site. Changed title to include Horizon Online	N/A
3.0	09/08/10	Document Approved	N/A
3.1	27/12/12	Refresh of document Changes as a result of CCN1270 POLSAP	N/A
4.0	07/01/13	Containing comments received Reinstated section 2.5.2 on licences Removed sentence in 2.6.2 on notice period Issued for approval	N/A

### 0.3 Review Details

Review Comments by :	
Review Comments to :	Steve Parker
<b>Mandatory Review</b>	
Role	Name
Commercial Manager	Tim Healy
Lead Service Delivery Manager	Yannis Symvoulidis
Service Architect	Steve Godson
POL Commercial Manager	Liz Tuddenham (POL, via Post Office Account Document Management)
<b>Optional Review</b>	
Role	Name
Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

### 0.4 Associated Documents (Internal & External)



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Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001(D O NOT REMOVE)	5.0	03 June 2009	RMGA HNG-X Generic Document Template	Dimensions
SVM/SDM/SD/0001			Service Desk Service: Service Description	Dimensions
SVM/SDM/SD/0002			Engineering Service: Service Description	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/SD/0005			Application Support Service (Fourth Line): Service Description	Dimensions
SVM/SDM/SD/0006			Systems Management Service: Service Description	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0010			Service Integration Service: Service Description	Dimensions
SVM/SDM/SD/0011			Branch Network Service: Service Description	Dimensions
SVM/SDM/SD/0012			Central Network Service: Service Description	Dimensions
SVM/SDM/SD/0013			Reference Data Management Service: Service Description	Dimensions
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service: Service Description	Dimensions
SVM/SDM/SD/0015			Reconciliation Service: Service Description	Dimensions
SVM/SDM/SD/0016			Management Information Service: Service Description	Dimensions
SVM/SDM/SD/0017			Security Management Service: Service Description	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan	Dimensions
SVM/SDM/PLA/0003			HNG-X Business Continuity Test Plan	Dimensions
SVM/SDM/SIP/0001			HNG-X Business Continuity Framework	Dimensions
SVM/SDM/PRO/0025			RMGA Customer Service Problem Management Process Details	Dimensions
SVM/SDM/PRO/0018			RMGA Customer Service Incident	Dimensions





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			Management Process	
SVM/SDM/PRO/0001			RMG BU Operations Major Incident Procedure	Dimensions
SVM/SDM/PRO/0007			PODG Client File Re-Send Service – Joint Working Document”	Dimensions
SVM/SDM/SD/1977			Salesforce Support Service: HNG Service Description	Dimensions
SVM/SDM/PRO/0875			End to End Application Support Strategy	Dimensions
COM/MGT/REP/0001			Transfer Asset Register	Dimensions

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

## 0.5 Abbreviations

Abbreviation	Definition
Ad-Hoc Data Request	Request for non standard management information received from Post Office via the agreed process
APS	Automated Payments Service
CCD	Contract Controlled Document
CRD	Contact Reference Document
CMT	Communications Management Team
KEL	Known Error Log (Support knowledge base)
Peak	Fujitsu services incident and release management system
POA	Fujitsu Services Post Office Account
PODG	Post Office Data Gateway
POLFS	Post Office Limited Financial System
SMC	Systems Management Centre
SMP	Service Management Portal

## 0.6 Glossary

Term	Definition
Ad-Hoc Data Request	Request for non standard management information received from Post Office via the agreed process
Service Management Portal	Web based management information portal developed by Fujitsu Services to allow Post Office to have real time access to management information

## 0.7 Changes Expected

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UNCONTROLLED IF PRINTED OR LOCALLY  
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### Changes

Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.

## 0.8 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.



# 1 Service Summary

The Fujitsu Services Third Line Support Service, provides 3<sup>rd</sup> line application support functions using operational staff who are fully trained to carry out this service.

## 1.1 HNG-X services

Technical support when required to the following HNG-X Operational Services:

- (a) Service Desk Service;
- (b) Systems Management Service;
- (c) Data Centre Operations Service;
- (d) Application Support Service (Fourth Line);
- (e) Branch Network Service
- (f) Central Network Service;
- (g) Operational Business Change Service (Branch Change);
- (h) Reference Data Management Service;
- (i) Security Management Service;
- (j) Engineering Service;
- (k) Management Information Service; and
- (l) Reconciliation Service;

The investigation and resolution of new Software Incidents within the Branch Infrastructure.

The production and authorisation of workarounds and updates to entries within the KEL.

Local Fujitsu Services POA Database and Intranet Development.

Support Service Management Portal Development and Support.

Support for business continuity testing where this is required.

Development and support for internal Fujitsu Services POA applications and support tools.

The Third Line Support Service will receive solutions developed by the Application Support Service (Fourth Line) to resolve Incidents.

## 1.2 Cloud Services

Salesforce Support Service: Provision of application support related to the PerspecSYS software used as part of the Salesforce managed service.

# 2 HNG-X

## 2.1 Service Definition





## 2.1.1 Support for Operational Services

This section sets out the technical support provided by the Third Line Support Service to the appropriate Operational Services. The Third Line Support Service also supports the Business Capabilities and Support Facilities.

### 2.1.1.1 Service Desk

The Third Line Support Service provides technical support to the Service Desk to assist in the resolution of operational Incidents at "first line". Data relating to Incidents are passed from the Service Desk Incident Management Systems via an electronic interface to the Third Line Support Service incident management tool (Peak). Any failure of this electronic interface will result in the manual transfer of data from the Service Desk.

The Third Line Support Service will provide information for, and maintain the Known Error Log (KEL).

### 2.1.1.2 Systems Management Service

The Third Line Support Service provides technical support to the Systems Management Service to assist in the resolution of operational Incidents.

### 2.1.1.3 Data Centre Operations Service

The Third Line Support Service provides technical support to the Data Centre Operations Service to assist in the resolution of operational Incidents.

The Third Line Support Service does not provide technical support to the POLSAP service described in Annex B of the Data Centre Operations Service Description.

### 2.1.1.4 Application Support Service (Fourth Line)

The Third Line Support Service provides technical support to the Application Support Service (Fourth Line) to assist in the development of Software fixes required for the Branch Infrastructure or HNG-X Central Infrastructure.

### 2.1.1.5 Branch Network Service

The Third Line Support Service provides technical support to the Branch Network Service to assist in the resolution of operational Incidents surrounding the loss of communications between the Branch Infrastructure and the HNG-X Central Infrastructure. This may involve close liaison with Fujitsu Services' or Post Office's network suppliers, e.g. British Telecom (BT).

For the avoidance of doubt, the 3<sup>rd</sup> line application support service does not directly support branch routers since no POA written applications run on these network appliances.

### 2.1.1.6 Central Network Service

The Third Line Support Service provides technical support to the Central Network Service to assist in the resolution of operational Incidents surrounding the loss of communications within the central Fujitsu Services network.

### 2.1.1.7 Operational Business Change Service (Branch Change)

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The Third Line Support Service provides technical support to the Operational Business Change (Branch Change) Service to assist in the resolution of Software or remote technical Incidents which may occur during the delivery of changes, (including, for example: Branch openings, closures and moves) to the Branch Infrastructure.

**2.1.1.8 Reference Data Management Service**

The Third Line Support Service provides technical support to the Reference Data Management Service to assist in the resolution of operational Incidents surrounding the distribution of Reference Data to the Branch Infrastructure.

**2.1.1.9 Security Management Service**

The Third Line Support Service provides technical support to the Security Management Service to assist in the resolution of operational Incidents surrounding the application of the required level of security within the Branch Infrastructure and HNG-X Central Infrastructure, together with the provision of data from the HNG-X Central Infrastructure where this cannot be readily obtained by the Security Management Service.

**2.1.1.10 Engineering Service**

The Third Line Support Service provides Software and operating system support to the Engineering Service to assist in the resolution of Hardware Incidents within the Branch.

**2.1.1.11 Management Information Service**

The Third Line Support Service provides technical support to the management information Service to assist in the generation of management information in response to Ad-Hoc Data Requests where this information is not readily available to the Management Information Service.

**2.1.1.12 Reconciliation Service**

The Third Line Support Service provides technical support to the Reconciliation Service to assist in the resolution of Reconciliation Incidents where Transaction information is required following interrogation of the HNG-X Central Infrastructure. This will also include the re-sending of rejected Transactions to Post Office or Clients following the resolution of a Reconciliation Incident.

**2.1.1.13 Investigation and Resolution of New Software Incidents**

The Third Line Support Service will investigate, in accordance with internal Fujitsu Services operational procedures, any suspected new Software errors escalated from the Service Desk or Systems Management Service and provide Software fixes, as required, to either:

- (a) an individual Branch or Counter Position;
- (b) a number of Branches or Counter Positions;
- (c) the entire Branch and all Counter Positions; or
- (d) the Data Centres.

Ownership and management of the incident remains with the service desk that logged the incident.



#### 2.1.1.14 Production of workarounds

Following investigation of a Software error, the Third Line Support Service will produce, where possible, a workaround which will enable the Branch to continue normal business in line with relevant processes or will enable the Data Centre to continue processing.

Where a workaround requires a Branch not to operate in accordance with relevant processes, this will be handled through the Service Management Service in accordance with good service management practice.

### 2.1.2 Local Fujitsu Services POA Database and Intranet Development and Support

The Third Line Support Service will provide support for the development and support of internal Fujitsu Services POA databases and Intranet services required to provide reporting and management information (where this is not available from the HNG-X Central Infrastructure). These include (but are not restricted to):

- KEL Web Service
- Peak incident management Web Service
- PODG reporter Web Service

### 2.1.3 Service Management Portal Development and Support

The Third Line Support Service will provide support for the development and support of Fujitsu Services POA intranet and the relevant portal arrangements which allow data to be available to the Service Management Portal accessible to Post Office.

### 2.1.4 Support for Business Continuity testing

The Third Line Support Service will provide technical support for scheduled business continuity tests undertaken in accordance with Schedule B2 and the CCD entitled: *"HNG-X Business Continuity Framework"* (SVM/SDM/SIP/0001).

## 2.2 Service Availability

The Third Line Support Service 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 and Bank Holidays.

## 2.3 Service Levels and Remedies

### 2.3.1 General Principles

This section is not applicable to the Third Line Support Service.

### 2.3.2 Service Level Relief



This section is not applicable to the Third Line Support Service.

### 2.3.3 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

### 2.3.4 Service Levels for which Liquidated Damages Apply

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

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

### 2.3.6 Operational Level Targets

There are no OLTs associated with the Third Line Support Service.

### 2.3.7 Performance Metrics

There are no contractual performance metrics associated with the Third Line Support Service.

### 2.3.8 Design Targets

There are no design targets associated with the Third Line Support Service.

## 2.4 Service Limits and Volumetrics

There are no service limits or volumetrics associated with the Third Line Support Service.



## 2.5 Associated Assets and Licences

### 2.5.1 Assets

Assets relevant to the Third Line Support Service are set out within the Transfer Asset Register.

### 2.5.2 Licences

The Third Line Support Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Third Line Support Service are maintained to ensure they are current and valid for the version of third party software being used at the time. Where a licence or its associated support and maintenance is due to expire, and Fujitsu Services determine that renewal is required, the Third Line Support Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service.

## 2.6 Charges

### 2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

### 2.6.2 Operational Variable Charge

The Third Line Support Service Operational Variable Charge is calculated against the number of POL Service Types supported as set out in paragraph 2.7 of Schedule D1 of the Agreement.

### 2.6.3 Additional Operational Variable Charge

There are no additional Operational Variable Charge applicable to the Third Line Support Service.

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

### 2.7.1.1 Systems Management Service

The Third Line Support Service may be required to take on some of the monitoring functions completed by the Systems Management Service and would receive a higher proportion of issues for resolution should the Systems Management Service become unavailable.

### 2.7.1.2 Data Centre Operations Service





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The Third Line Support Service supports the Data Centre Operations Service in the investigation of Incidents surrounding the HNG-X Central Infrastructure. If the scope of the Third Line Support Service was changed to remove this support requirement then Application Support Service (Fourth Line) may have to take over this role.

### 2.7.1.3 Branch Network Service

The Third Line Support Service supports the Branch Network Service, following receipt of calls from Branches. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

### 2.7.1.4 Central Network Service

The Third Line Support Service supports the Central Network Service, in respect of Incidents surrounding the Central Telecommunications Infrastructure. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

### 2.7.1.5 Application Support Service (Fourth Line)

The Application Support Service (Fourth Line) and the Third Line Support Service work closely together in the identification and resolution of Software Incidents requiring bug fixes. If the scope of either the Application Support Service (Fourth Line) or the Third Line Support Service is changed, the completion of Software Incident bug fixes would be the responsibility of the remaining service.

### 2.7.1.6 Operational Business Change Service (Branch Change)

The Third Line Support Service supports the OBC (Branch Change) Service, in respect of changes to the Branch estate. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

### 2.7.1.7 Reference Data Management Service

The Third Line Support Service supports the Reference Data Management Service in respect of Incidents surrounding the distribution of Reference Data to the Branch Infrastructure. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

### 2.7.1.8 Security Management Service

The Third Line Support Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line), the Systems Management Service or the Data Centre Operations Service might have to take over this role.

### 2.7.1.9 Engineering Service

The Third Line Support Service supports the Engineering Service, in respect of Incidents within the Branch Infrastructure which require technical support. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

### 2.7.1.10 Management Information Service





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The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Third Line Support Service changed, the Systems Management Service or the Application Support Service (Fourth Line) may have to take over this role.

### 2.7.1.11 Reconciliation Service

The Third Line Support Service supports the Reconciliation Service, in respect of Incidents affecting the financial integrity of the HNG-X Application. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

### 2.7.1.12 The Service Desk

The Third Line Support Service receives Incidents for investigation from the Service Desk. Any changes to the scope of the Third Line Support Service may result in Incidents being passed to the Application Support Service (Fourth Line).

### 2.7.1.13 The CMT Service

The Third Line Support Service may receive Incidents for investigation from the CMT Service. Any changes to the scope of the Third Line Support Service may result in Incidents being passed to the Application Support Service (Fourth Line).

### 2.7.1.14 The Service Management Service

The Service Management Service has overall governance over the activities of the Third Line Support Service. If the scope of the Third Line Support Service changed, the Service Management Service may interface directly with the Application Support Service (Fourth Line).

## 2.8 Post Office Dependencies and Responsibilities

In addition to the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, Post Office shall keep each base unit in each Branch switched on at all times unless specifically requested to do otherwise by Fujitsu Services.

## 2.9 Business Continuity

This section defines the measures taken to minimise the risk of not being able to provide the Third Line Support Service and sets out what Fujitsu Services is required to provide in terms of business continuity specific to the provision of this Third Line Support Service. Details of the Third Line Support Service Business Continuity Plan are set out in the Working Document entitled: "HNG-X Support Service Business Continuity Plan" (SVM/SDM/PLA/0001).

### 2.9.1 Maintaining Access to Data and Systems

#### 2.9.1.1 Incident Management System

In the event that the Third Line Support Service incident management tool (Peak) becomes unavailable, failover will occur to a backup system within another Fujitsu Services site.

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In the event that the backup system is unavailable, the Third Line Support Service will resort to manual logging of Incidents until the system is restored and then input manually logged Incidents into the restored system.

**2.9.1.2 Live System Access and Repair Tools**

In the event that live systems access and repair tools are unavailable in the primary Third Line Support Service site, the Third Line Support Service will use suitably configured laptops and support the system from home addresses.

**2.9.1.3 Failover Timescale**

Fujitsu Services shall ensure access to live systems access and repair tools via the laptop solution within three (3) hours of the initial failure.

In the event of a long term failure (expected to last more than 24 hours) Fujitsu Services may choose to setup 3<sup>rd</sup> line support services at a suitable alternate site.

**2.9.1.4 Testing**

Fujitsu Services will carry out one (1) walkthrough and one (1) operational test per year covering the Incident Management System, live system access and repair tools, subject to agreeing the actual dates for such tests with Post Office, such agreement not to be unreasonably withheld. Such tests shall be carried out in accordance with the Working Document entitled: *"HNG-X Business Continuity Test Plan"* (SVM/SDM/PLA/0003).

**3 Cloud Services****3.1 Salesforce**

Salesforce Support Service: Provision of application support related to the PerspecSYS software used as part of the Salesforce managed service.

**4 Documentation Set Supporting the Service**

The document set listed in section 0.4 of this Third Line Support Service, Service Description supports the delivery of the Third Line Support Service. Should any elements of the Third Line Support Service be changed following agreement with Post Office, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in accordance with the changes agreed.