



Engineering Service: Service Description
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Document Title: Engineering Service: Service Description

Document Type: Service Description – Contract Controlled Document

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Abstract: Service description of the Engineering Service provided under contract to Post Office Limited.

Document Status: APPROVED

Author & Dept: Leighton Machin, Service Delivery Manager, End User Services

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Security Risk Assessment Confirmed YES, see section 0.8.

Approval Authorities:

Name	Role	Signature	Date
Steve Beddoe	Post Office Limited: Senior Service Delivery Manager, IT Services	See Dimensions for record	
Leighton Machin	Fujitsu Services: Head of Service Operations	See Dimensions for record	

Note: See Post Office Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.



0 Document Control

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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	
1.1	19/10/06	Amendment to tables 1, 8 & 9 in line with CP 4298: Move Fujitsu "B" priority Engineering calls to "C" Priority – Next Day Service & operation changes as agreed with Adam Martin	CP 4298
1.2	30/01/07	Updated with correct date & review by details. Copyright & accuracy statements removed	
2.0	28/02/07	Issued for approval	
2.1	06/10/08	Amendments to SLT for A priority calls (Table 2) Changes to reviewer list . 2.1.5.3 amended to reflect delay in PAT testing	
2.2	21/11/08	Updated with comments from review.	
3.0	25/11/2008	Agreed	
3.1	21/7/2010	Updated to include CT0718a (NTE2000 Maintenance and Install) and CT0780 (Introduction of KVM switch)	CP4843 and CP4931/0381
3.2	01-Sep-2010	Updated following review	
4.0	26-Nov-2010	Approval version	
4.1	22-Aug-2011	Updated to include BCR, MTBF and post HNG-X changes to the Engineering Service Description	
4.2	10-Mar-2012	Updated to include comments back from previous review and include changes made to TfS	
4.3	13-Mar-2012	Updated to include changes from previous review	
4.4	02-Apr-2012	Updated to include changes from previous review	
5.0	03-Jul-2012	Approval version	
5.1	07 Aug 2013	Updated to include details of CT1298 (Introduction of POMS Service Support) and CT1216 (Extended Engineering Hours Service) and CP1025 (Epson Printer Single Counter Service Uplift)	CT1298, CT1216, CP1025
5.2	24-Sep-2013	Updated to address internal review comments; issued for review to Post Office Ltd.	
5.3	16 Oct 2013	Updated to reflect comments and changes made by POL in previous review	
6.0	29-Oct-2013	Approval version	

0.3 Review Details

Review Comments by :	
Review Comments to :	Leighton Machin
Mandatory Review	
Role	Name
Post Office Limited: Senior Service Delivery Manager, IT Services	Steve Beddoe



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Post Office Limited: Commercial	Liz Tuddenham
Post Office Limited: IT and Change	David H Wright, Calum Ellison, Scott Somerside
Fujitsu Services: Commercial	Sarah Guest
Fujitsu Services: Engineering Service Delivery Manager	Chris Harrison
Optional Review	
Information Governance	Bill Membery
Operational Security	Brad Warren
Fujitsu Services: End User Services Delivery Manager	Sandie Bothick
Fujitsu Services: Tower Lead - Networks	Alex Kemp
Fujitsu Services: Tower Lead – End User Services	Leighton Machin
Fujitsu Services: Tower Lead – Service Engagement and Development	Nana Parry
Post Office Limited: Senior Service Delivery Manager, IT & Telephony	Dave Hulbert
Post Office Limited: Commercial	Sue Stewart
Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	7.0	03 June 2011	Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/PRO/0004	3.0	21 June 2012	Definitions of Engineering Service Priority and Local / Remote Locations	Dimensions
CON/MGM/005	2.0	05 February 2001	Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement	PVCS
SVM/SDM/PRO/0006	5.0	14 January 2013	Service Level Target & Liquidated Damages Exclusions	Dimensions
SVM/SDM/PRO/0013	5.0	19 March 2012	Calculating Mean Time Between Failure and Availability	Dimensions
SVM/SDM/SD/0014	5.0	15 February 2013	Operational Business Change (Branch Change) Service: Service Description	Dimensions
SVM/SDM/SD/0003	3.0	08 October 2009	Data Centre Operations Service: Service	Dimensions

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			Description	
SVM/SDM/SD/0001	5.0	29 April 2013	Service Desk Service: Service Description	Dimensions
SVM/SDM/PRO/0001	7.0	18 January 2012	Major Incident Process	Dimensions
SVM/SEC/POL/0003	5.0	17 September 2009	POA Information Security Policy	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
BCR	Bar Code Reader
BFPO	British Forces Post Office
BOP	Back Office Printer
BMS	Business Management System
CMOS	Complimentary Metal Oxide Semi Conductor
CTO	Counter Training Office
KPI	Key Performance Indicator
LCD	Liquid Crystal Display
MBCI	Major Business Continuity Incident
MTBF	Mean Time Between Failure
PAT	Portable Appliance Testing
POMS	Post Office Managed Switch
SLT	Service Level Targets

0.6 Glossary

Term	Definition
Call-Out Charge	Charge over and above the operational charge required for engineer call out, out of hours
Technical Courier	Engineer employed directly by Fujitsu Services or its supplier(s) with responsibility for the swap out of Branch equipment

0.7 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.

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.



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1 Service Summary

- 1.1. The Engineering Service comprises an on-site replacement or repair service, together with associated backup, support and administrative functions, for Counter Equipment at Branches and other designated Post Office locations, including CTOs or Head Office Counter Positions. Where possible the Service Desk will provide resolution of Hardware faults, however any Hardware faults which cannot be resolved will be passed to the Engineering Service to initiate deployment of a Fujitsu Services Support Engineer with the exception of certain Bar Code Reader calls whereby the Postmaster will have the option of selecting a postal fix which will be managed via the Service Desk on behalf of Engineering Services.. Please see (SVM/SDM/SD/0001) for details on process.
- 1.2. The Engineering Service shall comprise the following elements:
 - (a) On-site replacement of faulty Counter Equipment;
 - (b) Repair and recycling of faulty Counter Equipment;
 - (c) Limited Hardware asset tracking – base units only;
 - (d) Local Area Network (LAN) support;
 - (e) Portable Appliance Testing (PAT); and
 - (f) Service Management.
- 1.3. Fujitsu Services Support Engineers will be appropriately trained and the Engineering Service shall include the use of Technical Couriers where Fujitsu Services considers it is appropriate for such Technical Couriers to carry out the Engineering Service.
- 1.4. Maintenance and repair of the Counter Equipment involving on-site attendance at Post Office premises by Fujitsu Services Support Engineers shall not interfere unduly with the ability of a Branch to serve Customers, even where the Branch has only a single Counter Position and/or extremely limited physical space.

Fujitsu Services shall carry out visits for maintenance or repair in accordance with the SLTs described within section 2.3.5 of this Engineering Service, Service Description. However, the Branch Manager may elect to defer a visit to a more convenient time and where practical it will be accommodated. For example, in a larger Branch, if a fault occurs at the busiest time of day then the Branch Manager may specify the earliest start time from which Fujitsu Services may carry out the maintenance or repair. In such circumstances, the request for service shall be diagnosed fully but not carried out until after the Branch Manager's preferred time of attendance. In this case the time in suspension shall not count towards downtime as defined within section 2.3.5 of this Engineering Service, Service Description.



2 HNG-X

2.1 Service Definition

2.1.1 On-site replacement / repair of faulty equipment

- 2.1.1.1. Upon determining that a fault has occurred, the Branch will contact the Service Desk providing as much detail of the fault as possible when prompted by the Service Desk in accordance with the CCD entitled "*Service Desk Service: Service Description*". (SVM/SDM/SD/0001).
- 2.1.1.2. The Service Desk will obtain detail of the access times to the Branch from the User, which are not necessarily linked to Branch opening times, and a visit by a Fujitsu Services Support Engineer will be scheduled in accordance with:
- (a) Whether the location of the Branch is classed as Local or Remote. Definitions of Local / Remote locations are set out in the CCD entitled: "*Definitions of Engineering Service Priority and Local / Remote Locations*" (SVM/SDM/PRO/0004); Branches designated as Remote will attract Incident Urgency 3 for all incidents.
 - (b) The severity of the Incident (Urgency 1 or Urgency 3), as set out in section 2.3.4.1.4 (Table 1) of this Engineering Service, Service Description; and
- 2.1.1.3. Prior to their first visit to any Branch, Fujitsu Services Support Engineers will undergo successful security validation by Post Office.
- 2.1.1.4. Fujitsu Services Support Engineers visiting Branches to repair faults will provide proof of identity to the Branch Manager or representative.
- 2.1.1.5. The Fujitsu Services Support Engineer will carry service exchange Hardware components and will be trained in the fitting of such components.
- 2.1.1.6. The Fujitsu Services Support Engineer will assess and seek to diagnose the Counter Equipment fault and, where possible, will rectify the fault through simple adjustment, reconnection, cleaning or advice to Branch personnel.
- 2.1.1.7. Where there is a Hardware fault involving a faulty component, the Fujitsu Services Support Engineer will exchange that faulty component with a replacement.
- 2.1.1.8. The Fujitsu Services Support Engineer will ensure that the Counter equipment is working correctly prior to leaving the Branch.
- 2.1.1.9. Fujitsu Services will provide secure systems access to the Fujitsu Services Support Engineers to enable the resolution of Hardware faults.



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- 2.1.1.10. Fujitsu Services Support Engineers will at all times carry out work in compliance with current Health and Safety legislation and adhere to Health and Safety Regulations referred to in Schedule A4 of the Agreement.
- 2.1.1.11. In any circumstances where a Paypole and an associated PIN Pad both need to be repaired, Post Office shall first repair the Paypole and then report the fact that the PIN Pad requires repair to Fujitsu Services by telephone to the Service Desk. Following receipt of such a call from Post Office, Fujitsu Services shall ensure that there is a properly functioning PIN Pad at the location the fault was reported for.

2.1.2 Repair and recycling of faulty equipment

- 2.1.2.1. Where faulty Counter Equipment is replaced as part of the Engineering Service, Fujitsu Services will, where economically viable, ensure that it is repaired and rendered fit for re-use in the Branch Infrastructure.
- 2.1.2.2. Fujitsu Services reserves the right to inform Post Office that a particular item of Counter Equipment is determined to be beyond economic repair and, in such circumstances, Fujitsu Services shall not repair that particular item of Counter Equipment within the spares loop or return it for re-use in the Branch Infrastructure.
- 2.1.2.3. Each item of Counter Equipment returned for repair will be examined, and the fault determined. The fault will be repaired and the Counter Equipment will be cleaned and tested, including a check for electrical safety.
- 2.1.2.4. Where base units have been replaced, Fujitsu Services will clean those base units of all data and apply a new software build which consists of a single basic image which is updated automatically when the unit is reinstalled.
- 2.1.2.5. Fujitsu Services may, at its discretion, use a third party to complete the repair works, which may include, but is not limited to, the Counter Equipment manufacturer.
- 2.1.2.6. Fujitsu Services may cannibalise returned units to extend the life of the spares provision.

2.1.3 Hardware asset tracking

- 2.1.3.1. Fujitsu Services will ensure that all base units residing in Branches, Head Office Counter Positions and CTO's will be recorded, by serial number, as whole units (a PC base unit is classed as one whole unit even though different components may be utilised for spares).
- 2.1.3.2. Fujitsu Services will record all serialised base unit assets and the exchange of serial numbers as a result of service visits.
- 2.1.3.3. Fujitsu Services will record the serial number of any piece of Counter Equipment at the point of repair to enable monitoring of the returns for multiple failures on a single piece of Counter Equipment so as to identify rogue units to be removed from the spares loop.



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2.1.3.4. Notwithstanding sections 2.1.3.2 and 2.1.3.3 of this Engineering Service, Service Description, Fujitsu Services will exercise control over all Counter Equipment including component parts held by them on behalf of Post Office, at a level appropriate for the ongoing provision of the service.

2.1.4 Local Area Network (LAN) support

- 2.1.4.1. Fujitsu Services will maintain the Counter Equipment within the Branch including, LAN hubs, cabling and PC cross over leads.
- 2.1.4.2. Fujitsu Services may choose to sub-contract the maintenance of the LAN cabling to a third party as appropriate.
- 2.1.4.3. Fujitsu Services will also maintain the NTE2000 Faceplates in situ at the Branch, including replacement of the Faceplate itself and rectification of any incorrectly wired extensions. These Faceplates will be supplied by Fujitsu at Post Office's cost.

2.1.5 Portable Appliance Testing

- 2.1.5.1. The Engineering Service provides for PAT to all relevant elements of the Branch Infrastructure installed in Post Office Premises, to enable Post Office to meet its legal obligations in accordance with the Electricity at Work Regulations 1989 and Electricity at Work Regulations (NI) 1991 (S.R. 1991 No. 13) and BS 7671:1992, Requirements for Electrical Installation. In doing so, Post Office will:
 - (a) Agree a schedule for the such testing;
 - (b) Facilitate and promote the importance of such testing and the ongoing responsibilities of Post Office staff; and
 - (c) Facilitate access to equipment and other areas as required in order for Fujitsu Services to carry out such PAT.
- 2.1.5.2. For the avoidance of doubt, PAT activity is not covered by any SLT described within section 2.3.5 of this Engineering Service, Service Description.
- 2.1.5.3. Fujitsu Services will undertake up to two (2) PATs over the life of the Agreement. These are envisaged to be during 2011/12 and 2013/14 which will be specific PAT visits and not part of a standard engineering visit.
- 2.1.5.4. Fujitsu Services may undertake the use of appropriately trained Technical Couriers to complete one or both PATs.

2.1.6 Service Management

2.1.6.1 Pro-Active Incident Reduction

To ensure the number of Hardware failures is kept to a minimum, thereby mitigating risk to both Post Office and Fujitsu Services in respect of the Mean Time Between Failure (MTBF) obligations described below and in Schedule B3.4 of the Agreement as part of the standard service management process, Fujitsu Services will pro-actively manage the spares and repair process to ensure, without limitation:

- (a) Fail on fit incidents are kept to a minimum;
- (b) Counter Equipment is removed from the spares loop following three (3) failures and either destroyed or refurbished whereby the same fault has been reported and is specifically related to a failure of the Counter Equipment.
- (c) Refurbishment of Counter Equipment / component parts within the spares loop is completed where considered necessary to ensure continued operation; and
- (d) MTBF degradation is mitigated.



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2.1.6.2 Continuity of Spares Supplies

Fujitsu Services will ensure that adequate spares provision exists for all Branch Infrastructure Hardware components and will source new Hardware components of an equivalent specification, if required, to ensure continuity of spares.

2.1.6.3 Continuous Service Improvement

Fujitsu Services will work closely with Post Office to identify and implement, where agreed, service or cost improvement initiatives within the Engineering Service.

2.1.6.4 Service Reporting

Notwithstanding Fujitsu Services' obligations for service level reporting described within section 2.3.1 of this Engineering Service, Service Description, Fujitsu Services will report to Post Office as required on the status of the Engineering Service and agree any actions as is felt necessary to ensure continuity of the Engineering Service.

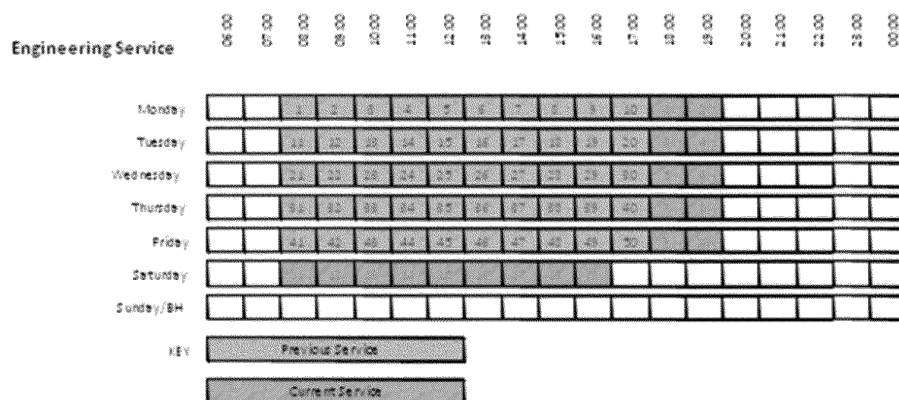
2.1.7 Capacity Management

The Engineering Service will be responsible for reviewing with the Capacity Management Service, the forecasted traffic volumes to assess the future capacity requirements of the Engineering Service.

2.2 Service Availability

2.2.1 Standard Service

2.2.1.1 The Engineering Service will be available between the hours of 0800 to 2000 Monday to Friday (inclusive) and 0800 to 1700 on Saturdays excluding all Bank Holidays, as applicable on a regional basis within the United Kingdom.



2.2.1.2 Subject to the provisions within section 2.2.2, in exceptional circumstances, where the Parties agree, such agreement not to be unreasonably withheld, Fujitsu Services may choose to provide the Engineering Service at no extra cost to Post Office outside of the hours described in section 2.2.1.1 above.



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2.2.2 Out of hours Service availability

- 2.2.2.1. Under exceptional circumstances, Post Office may request the provision of the Engineering Service outside the hours stated in section 2.2.1.1 of this Engineering Service, Service Description, to provide on site engineering support for exhibitions, displays or conferences (a "Show Event"), subject to additional cost as defined in section 2.6.3.2 of this Engineering Service, Service Description.
- 2.2.2.2. Fujitsu Services will use commercially reasonable endeavours to provide such cover by making available a Fujitsu Services Support Engineer at the designated location on a Call-Out Charge basis with appropriate Hardware spares. Appropriate contact details and escalation routes will be provided on a case-by-case basis.
- 2.2.2.3. Where Engineering Service cover is required for a Show Event where admission to that Show Event is by security pass, Post Office must request additional Engineering Service cover with sufficient notice to obtain two (2) passes. Where there is a charge for the passes, Post Office must pay for two (2) passes for the duration of the Show Event.

2.3 Service Levels and Remedies

2.3.1 General Principles

The Engineering Service has prime responsibility for Service Level Targets (SLT) with and without associated liquidated damages as set out in section 2.3.5 of this Engineering Service, Service Description.

2.3.1.1 Service Level Reporting Measurement Periods

2.3.1.1.1 SLTs detailed in section 2.3.5 of this Engineering Service, Service Description, which do not specify a measurement period shall be;

- (a) Reported monthly via the SRB, and
- (b) Measured over a Service Level Measurement Period equating to a Post Office financial quarter i.e.
 - o January to March;
 - o April to June;
 - o July to September;
 - o October to December.

2.3.1.1.2 The purpose of remedies (whether liquidated damages or any other remedy specified within Schedule C1 of the Agreement) is that Post Office shall not be disadvantaged by failures of Fujitsu Services to provide the Engineering Service to the agreed specification and reliability.

2.3.2 Service Level Relief

Where a Hardware Incident has been logged in accordance with section 2.1.1.1 of this Engineering Service, Service Description and Fujitsu Services is unable to resolve the Incident due to any of the reasons set out in the Joint Working Document entitled: "*Service Level Target and Liquidated Damages – Exclusions*" (SVM/SDM/PRO/0006) measurement against the SLTs described within section 2.3.5.1.3 of this Engineering Service, Service Description will not occur.



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2.3.3 Rectification Plan

Counter Equipment Component	Single Counter	2 Counters	Multi Counter Branch
Base Unit / PHU	1 (if counter non-operational) 3 (otherwise)	1 (if both counters non-operational) 3 (if one counter operational)	1 (if less than 50% counters operational) 3 (otherwise)
Counter Printer	1* (3)	3	3
Monitor	1 (if counter non-operational) 3 (otherwise)	1 (if both counters non-operational) 3 (otherwise)	1 (if less than 50% counters operational) 3 (otherwise)
PIN Pad	1	1 (if both PIN Pads non-operational) 3 (otherwise)	1 (if less than 50% PIN Pads operational) 3 (otherwise)
Keyboard	1 (if counter non-operational) 3	1 (if both counters non-operational) 3	1 (if less than 50% of counters are operational) 3
Bar Code Reader (BCR)	3	3	3
Back Office Printer (BOP)	3	3	3
Post Office Managed Switch (POMS)	3	3	3
Internal Branch Comms Faults (including Hub / Router / Aerial / Faceplate / Wiring / QLT)	1 (if online services affected) 3 (otherwise)		

See paragraph 7.1 of Schedule C1 of the Agreement.

2.3.4 Service Levels for which Liquidated Damages Apply

There are no Engineering Service SLTs for which liquidated damages apply.

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

2.3.5.1 Engineering Service: Time to Repair

2.3.5.1.1 Counter Equipment and LAN related Incidents which prevent an individual Branch from using HNG-X Services shall be resolved in accordance with the following SLTs.

2.3.5.1.2 The location of each Branch is classified as either Local or Remote. All Branch changes may be subject to operational business change as defined in the CCD entitled: “Operational Business Change (Branch Change) Service: Service Description” (SVM/SDM/SD/0014). A new Branch location will assume the same SLT as the one it replaces unless it is re-designated within its Local or Remote status, in which case the SLT to be applied will be agreed with the Post Office Branch Services Advisor. Definitions of Local and Remote locations are defined in



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Table 1.

* Fujitsu have agreed to upgrade all counter printer calls to Urgency 1 at single counter branches as part of a service improvement initiative.

Because of this, there shall be no detrimental effect to Fujitsu from an SLA perspective in offering this uplift in service.

- If the incident is resolved within the timescales of an Urgency 1, Priority 1 logged call (4hrs to fix) then it shall contribute to the associated peripheral Urgency 1 SLT.
- Should the incident not be resolved within 4hrs, but completed before the current contractual SLA expires (End of Next Business Day) then the incident shall contribute to the Urgency 3 SLT
- Only in the event that a call is not completed by the end of the next working day will it count as an SLA failure against the Urgency 3 SLT.

Whilst this is being introduced on a reasonable endeavours basis, Fujitsu will implement a KPI with their suppliers that target them at achieving a 80% success rate for incidents that are subject to this uplift in service.

Table 2

Urgency 1 SLA Table - Standard Service	
SLT 1	93% Combined response SLA from point incident is logged at the Horizon Service Desk (3hrs)
SLT2 a	93% Peripheral end to end incident to fix SLA from the point the call is logged by the Horizon Service Desk (4hrs)
SLT2 b	88% Base Unit end to end incident to fix SLA from the point the call is logged by the Horizon Service Desk (6hrs)
	94% Combined end to end incident to fix SLA from point incident logged at HSD
KEY: 1 = URGENCY 1 (3Hr Time To Site Response) 3 = URGENCY 3 (Next Business Day Service)	
* Fujitsu have agreed to upgrade all counter printer calls to Urgency 1 at single counter branches as part of a service improvement initiative.	
	(8hrs)
SLT 4	93% Combined subsequent response SLA (3hrs from point previous visit is completed)
Urgency 3 SLA Table - Standard Service	
SLT 1	93% resolved by 20:00 next working day (17:00 Saturday)
	98% resolved by next working day plus 2 hours



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SLT2	
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All service levels will be applicable across the hours of the extended engineering service, and as part of the extension to the service hours of support, the service levels in Table 2 above shall apply.

For clarification, the word combined is used in the table above to include both incidents logged as a Base Unit call (SLT2b) and as a Peripheral call (SLT 2a) within that respective SLT calculation.

Table 3

Hardware Product Types for determining SLT 2a and 2b allocation	
Base Unit Hardware	Peripheral Hardware
Fixed Counter Base Units	Counter Printers
Portable Hosted Units	Keyboards
Branch Router	Monitors
	Hubs
	Pin Pad
Post Office Managed Switch, Bar Code Readers and Back Office Printers do not attract any Urgency 1 allocation so are not included within this table	

2.3.6 Operational Level Targets

Operational Level Agreements are in place within the internal support groups in order to support the overall customer SLA

2.3.7 Performance Metrics

There are no performance metrics formally associated with the Engineering Service.

2.3.8 Design Targets

There is no design targets associated with the Engineering Service.

2.4 Service Limits and Volumetrics

2.4.1 Prioritisation of Incidents

- 2.4.1.1 Should Post Office wish to amend any of the Incident priorities set out within section 2.3.5.1.4 (Table 1), such percentage change shall be made in accordance with the principles of paragraph 5.1 of Schedule D1 of the Agreement and calculation of the percentage change will be in accordance with the CCD entitled "*Calculating Mean Time Between Failure and Availability*" (SVM/SDM/PRO/0013) and shall be agreed in accordance with the Change Control Procedure.

2.5 Assets and Licences

2.5.1 Assets

Assets relevant to the Engineering Service are set out within the Asset Register. Engineering Services are responsible for the management of all assets associated with providing these services.



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2.5.2 Licences

Engineering Services are responsible for the management of all licences associated with providing these services

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

The Engineering Service Operational Variable Charge is calculated against the number of Counter Positions within the Post Office estate, including Training Counters, NBSC and Head Office Counter Positions at a price per Counter Position as defined in Schedule D1 of the Agreement.

2.6.3 Additional Operational Variable Charge

2.6.3.1 Should any item of Counter Equipment with the exception of the Epson Printer in the Branches or other designated sites reach a degradation in the MTBF of 50% against the actual component MTBF agreed between Post Office and Fujitsu Services for the September 2010 baseline, Post Office shall replace that piece of Hardware or pay to Fujitsu Services the increased cost of support incurred by Fujitsu Services in respect of the Fujitsu Services Support Engineer charges and the cost of the spare / repair for that particular Counter Equipment component as defined in Schedule D1 of the Agreement.

For the Epson counter printer:

1. Up to and including August 2010, the excess swap calculation shall be based on the original baseline MTBF with a 20% degradation allowed for.
2. At the end of August 2010, the calculation of the MTBF as described in section 2.2 of this CCD shall be waived and a new baseline MTBF shall be introduced based on the rolling MTBF as it is calculated for the month of May 2010 (i.e. 7.37).
3. From September 2010 onwards, the excess swap calculation shall be based on the new baselined MTBF as reset in point 2 above (i.e. 7.37) but with a 50% degradation allowed for.

This is also covered in more detail in "Calculating Mean Time Between Failure and Availability" (SVM/SDM/PRO/0013)

2.6.3.2 Where the out of hours service is provided, as described in section 2.2.2 of this Engineering Service, Service Description, other than as set out in the CCD entitled "*Operational Business Change (Branch Change) Service, Service Description*" (SVM/SDM/SD/0014), Post Office will pay an additional charge based on providing Engineering Service during this period. The charge will be calculated as follows:

- (a) A service provision charge will be chargeable for each calendar day where cover is required for a period not exceeding eight (8) hours within that calendar day. Where the period of cover exceeds eight (8) hours in any one day, a further Service Provision charge will be chargeable on a pro-rata basis. The Service Provision charge will be equivalent to the Call-Out Charge detailed Schedule D1 of the Agreement; and



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- (b) Additionally, where an engineer is required to attend site out of hours, an hourly charge will be levied for the engineer time incurred travelling and attending the site. When the cover is provided wholly or partly over a local or National Bank Holiday period, the Bank Holiday engineer and Call-Out Charges stated in Schedule D1 of the Agreement will apply during that period.

2.6.4 Equipment Replacement

- 2.6.4.1 Costs for replacement of the CMOS battery in the base units are included within the standard service costs as this replacement will take place during normal engineering visits and not part of a scheduled roll out.

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 Engineering 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 The Service Desk Service

The Service Desk Service passes Incidents to the Engineering Service. If the scope of the Engineering Service changes, the Service Desk Service will be required to pass Incidents to an alternative Service Provider.

The Service Desk Service also provide a postal support service for Bar Code Reader calls as an alternative to sending the call to engineering. Where this service is requested by the Postmaster, the replacement part is mailed to branch for the Postmaster to install themselves rather than by sending an engineer. This is covered by CCN1301b. Assuming that the criteria laid out as per the CCN are met, then each call which is resolved via this method rather than using the engineering service will invoke a credit which will be paid to POL monthly at the level described at that time.

2.7.1.2 OBC (Branch Change) Service

The Engineering Service supports the OBC (Branch Change) Service. If the scope of the Engineering Service changes, the alternative Service Provider will support the OBC (Branch Change) Service.

2.7.1.3 Branch Network Service

The Engineering Service supports the Branch Network Service. If the scope of the Engineering Service changes, the alternative Service Provider will support the Branch Network Service.

2.7.1.4 Security Management Service

The Engineering Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of access to Post Office Premises. If the scope of the Engineering Service changed, an alternative Service Provider would have to take over this role.

The Engineering Service will also support the Security Management Service and Post Office Limited in meeting the contractual Security Requirements, and in assisting with any audit requirements.



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2.7.1.5 Management Information Service

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 Engineering Service changed, the Service Management Service may have to take over this role.

2.7.1.6 Service Management Service

If the scope of the Engineering Service changed, the Service Management Service may have to take over the role of managing the alternative Service Provider.

2.8 Post Office Dependencies and Responsibilities

- 2.8.1 In addition to the generic Post Office responsibilities set out in Schedule A5 of the Agreement, the Engineering Service will only be initiated by a fault reported to the Service Desk by either Post Office, the Branch or internal Fujitsu Services delivery departments.
- 2.8.2 Post Office will provide the Fujitsu Services Support Engineer access to the Branch within the agreed access times as agreed between the Service Desk and the caller. Post Office undertakes to release a minimum of 200 Counter Positions per annum from 2009 to supplement the Fujitsu Services spares provision, unless otherwise agreed in accordance with the Change Control Procedure.
- 2.8.3 Post Office undertakes where reasonably required by Fujitsu Services, to complete security checking of Fujitsu Services Support Engineers.
- 2.8.4 Post Office will ensure that a site representative, having made reasonable enquiries, informs Fujitsu Services Support Engineers of any risks present in the workplace.
- 2.8.5 Post Office shall comply with its obligations pursuant to section 2.1.5.1 of this Engineering Service, Service Description.
- 2.8.6 Post Office may disconnect and reconnect PIN Pads, where necessary, when repairing Paypoles. In such circumstances, disconnection and reconnection of PIN Pads shall be in accordance with operational procedures specified by Fujitsu Services documented in the CCD entitled; *"PIN Pad Technical Installation Training Guide"* (IM/MAN/022)
- 2.8.7 Where Post Office requests out of hours Engineering Service cover for a Show Event in accordance with section 2.2.2 of this Engineering Service, Service Description, Post Office will provide and pay for two (2) passes for Fujitsu Service Engineering Service cover to obtain access to the Show Event in accordance with section 2.2.2.3 of this Engineering Service, Service Description.
- 2.8.8 Post Office Limited need to provide details of scheduled audits, Health Checks, Penetration tests and security requirements in relation to Engineering services.

2.9 Business Continuity

- 2.9.1 Fujitsu Services is responsible for maintaining business continuity arrangements for the Engineering Service and sharing this information with Post Office as requested. Such arrangements include emergency resource management mechanisms in the event of any localised Incident or disaster, alternative mechanisms for support engineer communications, the storage and provision of spares and call management.
- 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 defined in the Working Document entitled: *"Major Incident Process"* (SVM/SDM/PRO/0001).



2.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Engineering Service, Service Description supports the delivery of the Engineering Service. Should any elements of the Engineering Service be changed following agreement with Post Office, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in line with changes agreed.

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