



Service Management Service: Service Description
FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)



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Approval Authorities:

Name	Role	Signature	Date
Steve Beddoe	Post Office: Senior Service Delivery Manager	See Dimensions for record	
Nana Parry	Fujitsu: Business and Application Services Lead, POA		



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0.2 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	24/08/06	Agreed	
1.1	31/08/2010	Updated to include HNG-X references	
1.2	02/11/2010	Updated following review: added detail to glossary.	
1.3	05/11/2010	All references to the OCP process removed. Replaced by the Managed Service Change (MSC) process throughout the document.	
2.0	05/11/2010	Approval version	
2.1	26/03/2013	Updated to add section 2.10.1 (reference to the Change Management process overview). Removed sections 4.2 and 5.2 (HNG-X Application Roll Out – Transitional Period).	CCN 1332a
2.2	29/07/2013	Updated section 2.5 (Assets and Licences)	
2.3	07/08/2013	Updated section 0.7 (Table of Contents) to reflect changes in versions 2.1 and 2.2	
3.0	19-Sep-2013	Approval version. Change of author and approvers.	
3.1	03-Oct-2013	Updated to reflect Collect & Return as per CCN 1342a; insertion of section at 4.1.2	CCN 1342a
3.2	07-Oct-2013	Removal of section “HNG-X Application Roll Out – Transitional Period”	
3.3	18-Nov-2013	Corrections to numbering in sections 3 and 4.	
4.0	21-Nov-2013	Approval version	

0.3 Review Details

Review Comments by :	
Review Comments to :	Yannis.Symvoulidis; GRO

Mandatory Review	
Post Office: Senior Service Delivery Manager	Steve Beddoe
Post Office: Senior Commercial Manager	Liz Tuddenham
Fujitsu: Senior Commercial Manager	Sarah Guest



Service Management Service: Service Description
FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)



Fujitsu: Release Management	Alan Flack
Fujitsu: Service Transition & Change	Tony Atkinson
Fujitsu: Capacity Management	Steve Parker; SSC Duty Manager
Fujitsu: Service Architect	Steve Godson
Fujitsu: Service Governance Manager	Adam Bowe
Optional Review	
Post Office: Head of Systems Operations	Dave Hulbert
Post Office: Commercial Manager	Sue Stewart
Post Office: Release and Change Manager	Zoe Caddick
Fujitsu: Commercial Manager	Adrian McMahon Stone
Fujitsu: Architect	Pete Jobson
Fujitsu: Security Architect	Dave Haywood
Fujitsu: Quality and Compliance	Bill Membery
Fujitsu: Operational Security	Kumudu Amaratunga
Fujitsu: BAS AMO Tower Lead	Keith Tarran
Fujitsu: POA Service Delivery (BAS)	Nana Parry
Fujitsu: POA Service Delivery (EUS)	Leighton Machin
Fujitsu: POA Service Delivery (HNS)	Alex Kemp
Fujitsu: Integration Team Manager	Vijesh Pandya
Fujitsu: Problem Management	Steve Bansal
Fujitsu: Business Continuity	Sathish Ramalingam
Fujitsu: Network Operations Manager	Roger Stearn
Fujitsu: Systems Mgt & Global Cloud	Catherine Obeng
Fujitsu: Infrastructure Operations Manager	Andrew Hemingway
Issued for Information – Please restrict this distribution list to a minimum	

(*) = Reviewers that returned comments

0.4 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/PRO/0003			End to End Customer Complaints Procedure – Joint Working Document	Dimensions
CS/PRD/058			Fujitsu Services (Pathway) Ltd / Post Office Interface Agreement for Operational Business Change – Product	Dimensions
VI/STR/086			T Release Testing Strategy	Dimensions
CS/IFS/008			Interface Agreement for the Problem Management Interface	PVCS



Service Management Service: Service Description
FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)



PA/STR/003			Fujitsu Services RMG BU Release Policy	Dimensions
CON/MGM/005 (BP/DOC/021)			Post Office and Fujitsu Services Business Continuity Interface Agreement	PVCS
SVM/SDM/SD/0017			Security Management Service: Service Description	Dimensions
TST/GEN/STG/0001			HNG-X Testing Strategy	Dimensions
TST/GEN/STG/0002			Testing Approach for HNG-X	Dimensions
SVM/SDM/PRO/0018			RMGA Customer Service Incident Management Process	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/PRO/0001			Major Incident Process	Dimensions
PA/PER/033			Horizon Capacity Management and Business Volumes	Dimensions
PGM/CHM/ION/2186			Change Management process overview	Dimensions

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, or those stored outside of Dimensions, are not under change control.

0.5 Abbreviations/Definitions

Abbreviation	Definition
BCSF Services	The provision of the Business Capabilities and Support Facilities
CCD	Contract Controlled Document, a document which is listed as such in a Schedule of the Agreement or designated as such in a CCN agreed after the date of signature of CCN1200
Fujitsu Services Branch Issues Manager	The Fujitsu Services employee designated in writing by Fujitsu Services as the individual holding this position for the purposes of the Agreement from time to time
Fujitsu Services Head of Service Management	The Fujitsu Services employee designated in writing by Fujitsu Services as the individual holding this position for the purposes of the Agreement from time to time
Fujitsu Services Service Introduction Manager	The Fujitsu Services employee designated in writing by Fujitsu Services as the individual holding this position for the purposes of the Agreement from time to time
HCI	Human Computer Interface
HNG-X	Horizon Next Generation, known to POL as Horizon Online.
ITIL	IT Infrastructure Library. A set of Best Practice guidance for IT Service Management. ITIL is owned by the OGC and consists of a series of publications giving guidance on the provision of Quality IT Services, and on the Processes and facilities needed to support them.
MBCI	Major Business Continuity Incident
OLT	An Operational Level Target of Service required from Fujitsu Services by Post Office



Post Office Core Day	08:00 to 20:00 Monday to Saturday inclusive, excluding Bank Holidays
Post Office Head of Systems Operations	The Post Office employee designated in writing by Post Office as the individual holding this position for the purposes of the Agreement from time to time
SLT	Service Level Target

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.

0.7 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document. This document and the processes and procedures described herein will generally comply with ISO27001, the information security management standard.



1 Service Summary

- 1.1 The Service Management Service consists of the following elements:
- (a) the Service Management Service – this service element is described in sections 2 and 3 of this document;
 - (b) the Release Management Service – this service element is described in Annex A of this document; and
 - (c) the Capacity Management Service – this service element is described in Annex B of this document.
- 1.2 The Service Management Service will monitor, manage and maintain the delivery of the Operational Services. This Service Management Service, Service Description details the specific components of key service management activities. The significance of the detailed activities may vary over the life of the Agreement but shall include:
- (a) management of problems and complaints; and
 - (b) measurement and management of customer satisfaction.
- 1.3 Specific Operational Service, service management functions are also described where applicable in the associated Operational Service, Service Descriptions.
- 1.4 Post Office and Fujitsu Services will, as part of ITIL service management best practice work together to identify opportunities for elimination of duplicated effort and rationalisation of processes with the aim of delivering improved efficiency and / or cost savings where this is achievable. Any such changes shall be agreed in accordance with the Change Control Procedure or as otherwise as agreed between the Parties in writing.
- 1.5 The Service Management Service is not subject to any Service Level Targets (SLTs) but is ultimately responsible for the delivery, management and performance of the HNG-X Services other than the BCSF Services.
- 1.6 The Service Management Service will provide configuration management as set out in section 2.1.7.

2 HNG-X

2.1 Service Definition

2.1.1 Service Management Functions

- 2.1.1.1. Fujitsu Services and Post Office shall utilise the governance framework where necessary as defined in Schedule A2 to manage the delivery of the HNG-X Services other than the BCSF Services.
- 2.1.1.2. Fujitsu Services shall have responsibility for all aspects of delivery of the HNG-X Services other than the BCSF Services.
- 2.1.1.3. The Service Management Service shall be responsible for:
- (a) the provision of monthly service reports;
 - (b) the management of the HNG-X Services other than the BCSF Services in their achievement of all SLTs, Operational Level Targets (OLTs), performance metrics and design targets;



- (c) the management of service improvement plans (as may be required in accordance with this Agreement) in collaboration with the Post Office;
 - (d) the liaison with Post Office in respect of the overall performance of services;
 - (e) all aspects of Data Centre operations as defined in the CCD entitled: *"Data Centre Operations Service, Service Description"* (SVM/SDM/SD/0003) including availability management, network management, systems management and technical interfaces with Post Office Clients and other domains; and
 - (f) the maintenance and management of Business Continuity Plans.
- 2.1.1.4. Fujitsu Services shall plan and manage the implementation of all Releases in conjunction with the Release Management Service as described in Annex A of this Service Management Service, Service Description.
- 2.1.1.5. The Service Management Service is responsible for the management of the Release Management service component of this Service Management Service as described in Annex A of this Service Management Service, Service Description and shall be specifically responsible for:
- (a) planning and managing the implementation phase of all Releases as defined in the CCD entitled: *"Fujitsu Services RMG BU Release Policy"* (PA/STR/003); and
 - (b) keeping the Post Office informed of the content and progress all Releases.

2.1.2 Problem Management

- 2.1.2.1. The Service Management Service will provide a single point of contact for any operational or service related issues. Post Office shall contact the Service Desk and the Service Desk shall contact the appropriate person.
- 2.1.2.2. The Service Management Service will have overall responsibility for the integrity of the process, liaison with Post Office and management of individual service managers who manage individual problems to resolution. This will be provided in conformance to the Working Document entitled *"Interface Agreement for the Problem Management Interface"* (CS/IFS/008).

2.1.3 Branch Issues Management

Fujitsu Services will provide a Fujitsu Services Branch Issues Manager to:

- (a) where considered necessary by Fujitsu Services, following consultation with Post Office and following Post Office completing all reasonable checks, arrange for the investigation of equipment and electrical supply and health and safety issues;
- (b) investigate and manage the resolution of exceptional volumes of Incidents experienced by individual Branches;
- (c) investigate and gather information on problems across Branches;
- (d) to provide additional on-site support, where requested to do so by the Operational Business Change Service, for complex Operational Business Changes (relating to that Branch) to marshal resources and reduce risk;
- (e) monitor Branches that have recently experienced multiple Incidents and problems with other Operational Services for a period agreed between Fujitsu Services and the Post Office on a case by case basis; and



- (f) provide details to Post Office of any issues outside of Fujitsu Services control to enable Post Office to manage resolution of the Incidents.

2.1.4 Complaints Procedure

Fujitsu Services will manage a complaints procedure as described in the Working Document entitled: in "End to End Customer Complaints Procedure – Joint Working Document" (SVM/SDM/PRO/0003).

2.1.5 Service Improvement

- 2.1.5.1. Within ten (10) Working Days of the end of each calendar month Fujitsu Services will report on progress against the service improvement plans created within the Service Review Book.
- 2.1.5.2. Fujitsu Services will provide and maintain an appropriate service improvement plan for approval by Post Office (such approval not to be unreasonably withheld or delayed). Post Office will provide clear guidance, as an input to this plan, actions it would reasonably expect Fujitsu Services to complete to attain a target scorecard score or the implementation of reasonable and necessary service improvements or cost saving initiatives, such actions, service improvements and cost saving initiatives to be within the scope of the specific HNG-X Services or the HNG-X Service Infrastructure.
- 2.1.5.3. Post Office and Fujitsu Services will share their respective service management skills to support a change from Incident management to service management.

2.1.6 Operational Change Proposals

- 2.1.6.1 The Service Management Service is responsible for the Managed Service Change (MSC) process to ensure urgent operational changes to the HNG-X Service Infrastructure are implemented in a timely, accurate, controlled and secure manner without any adverse effect on the availability of the HNG-X Services and HNG-X Service Infrastructure, unless otherwise agreed between the Parties.
- 2.1.6.2. The Service Management Service will ensure that:
- (a) no changes will be carried out without an approved MSC unless the change is to resolve an Incident adversely affecting the HNG-X Services;
 - (b) changes relating to Incidents where the change has been implemented to resolve the Incident without an approved MSC should be documented with a retrospective MSC;
 - (c) changes will not be carried out that affect the ability of a Branch to serve Customers during Post Office Critical Periods;
 - (d) changes will not be carried out that affect the ability of a Branch to serve Customers during Post Office Core Day except by prior agreement with Post Office; and
 - (e) the change originator is responsible for ensuring that the change is completed in accordance with ITIL service management best practice. Appropriate levels of implementation, communication, regression and test planning must be completed.
- 2.1.6.3. The MSC process shall be carried out in the following manner:
- (a) MSCs may be raised by any of the Operational Services or by Fujitsu Services on behalf of Fujitsu Services' suppliers;
 - (b) the MSC originator must clearly document:
 - the reason for the change;



- the HNG-X Services or HNG-X Service Infrastructure platform requiring the implementation of the change;
 - the timescale in which the approval and change should take place; and
 - any known effect of the change on the provision of the HNG-X Services or HNG-X Service Infrastructure;
- (c) MSCs will be entered into a central database and then distributed to the appropriate Operational Services, Fujitsu Services' suppliers and, if necessary, Post Office and where it has an impact or potential impact, to provide comments and authorisation for the implementation of the change;
- (d) if any of the authorising parties challenge or disagree with the content of the MSC and therefore request withdrawal or deferral of the planned change, this will be managed by the Service Management Service and the MSC will be re-issued following amendment or the proposed change cancelled;
- (e) where an MSC has been issued retrospectively, as described in section 2.1.6.2 (b), the MSC is distributed to the appropriate Operational Services, Fujitsu Services' suppliers and, if necessary, Post Office, for advice and audit purposes only. In such circumstances, no MSC approval is required;
- (f) following the successful implementation of a change, the Service Management Service will ensure the appropriate Operational Service arranges for the documentation relating to procedure, process or design, to be updated to reflect the change.

2.1.7 Configuration Management

- 2.1.7.1 The Service Management Service is responsible for the administration, management and control of all configuration management activities, within the HNG-X Service Infrastructure and the BCSF Service.
- 2.1.7.2 The Service Management Service shall be responsible for maintenance and management of configuration management reports produced by Operational Services and such reports shall be available to Post Office upon request.

2.2 Service Availability

All elements of the Service Management Service are available Monday-Friday 09:00hrs -17:30hrs excluding Bank Holidays, with the following exceptions:

- 2.2.1. release introduction activities such as Data Centre migration or Software distribution will be carried out in accordance with relevant project plans; and
- 2.2.2. duty management is available 24 hours a day, every day of the year.

2.3 Service Levels and Remedies

There are no specific SLTs and remedies for Post Office associated with the Service Management Service. SLT and remedies associated with the Operational Services are described where applicable in the associated Operational Service, Service Descriptions.

2.4 Service Limits and Volumetrics

There are no service limits or volumetrics associated with the Service Management Service.



2.5 Assets and Licences

2.5.1 Assets

Any assets associated with the Service Management Service are captured in the Asset Register.

2.5.2 Licences

Any licences associated with the Service Management Service are captured in the Asset Register.

2.6 Charges

2.6.1 Operational Fixed Charges

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charges

Additional charges relating to the Service Management Service are calculated against the number of Branches and the number of Service Management Services operated at a price per Branch and Service as defined in Schedule D1 of the Agreement.

2.6.3 Additional Operational Variable Charges

There are no additional operational variable charges for this Service Management Service, Service Description.

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 Service Management Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. As at the Amendment Date, this Service Management Service interfaces with all of the Operational Services.

2.8 Post Office Dependencies and Responsibilities

In addition to those Post Office responsibilities set out in Schedule A5 of the Agreement to enable to Fujitsu to deliver the Service Management Service, Post Office will:

- (a) manage and liaise with Branches as necessary to enable resolution of problems in accordance with section 2.1.3 (f) of this Service Management Service, Service Description;
- (b) complete all reasonable checks in accordance with section 2.1.3 (a) of this Service Management Service, Service Description;
- (c) not unreasonably withhold or delay the MSC approval process referred to in section 2.1.6.3 of this Service Management Service, Service Description, where a change is required to be implemented within a specific timescale; and



- (d) comply with the obligation in section 2.1.5.2 of this Service Management Service, Service Description.

2.9 Business Continuity

- 2.9.1. Fujitsu Services is responsible for maintaining business continuity arrangements for the Service Management Service 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 Management Process (MBCI) as defined in the described 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 Service Management Service, Service Description supports the delivery of the Service Management Service. Should any elements of the Service Management 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.

CCN 1332a introduced an obligation to update the Change Management process overview, (PGM/CHM/ION/2186) on an annual basis.



3 Annex A: Release Management Service

3.1 HNG-X

3.1.1 Service Definition

The Release Management Service comprises the following elements:

3.1.1.1 Release Introduction

Introduction of each new Release will be carried out in accordance with the CCD entitled *"Fujitsu Services RMG BU Release Policy" (PA/STR/003)*.

3.1.1.2 Release Contents

The contents of a Release will be described in a Release Contents Description. Either Post Office or Fujitsu Services shall request changes to a Release via the Change Control Procedure. Once these changes have been agreed in accordance with the Change Control Procedure, Fujitsu Services will update the contents of the Release in the Release Contents Description.

3.1.1.3 Release Distribution Timing

3.1.1.3.1 There shall be only two circumstances when Post Office may determine the timing of the distribution of new Releases:

- (a) when a new Post Office Client is connected to the HNG-X Central Infrastructure for the first time; or
- (b) where a major new service is being introduced in line with Post Office's contractual or statutory obligations.

3.1.1.3.2 In all other circumstances the control and the distribution of Releases shall be at the discretion of Fujitsu Services.

3.1.1.4 Release Testing

3.1.1.4.1 Fujitsu Services shall provide evidence that each Release has been tested so that it is shown to meet the Operational Service requirements, SLTs and design targets.

3.1.1.4.2 Such testing shall be carried out in accordance with "Approach to Testing for HNG-X Post Release 2" (TST/GEN/STG/0906).

3.1.1.5 Preparation for Release

3.1.1.5.1 Fujitsu Services shall provide evidence of sufficient and satisfactory preparation for the implementation of a Release.

3.1.1.5.2 In respect of each Release Fujitsu Services shall provide a release plan, for agreement by Post Office (such agreement not to be unreasonably withheld or delayed) prior to the Release, documenting how the Parties intend the Release be deployed in Branches and assessing the risk to and impact on the HNG-X Services.

3.1.1.6 Release Approval

The following shall be approved by Post Office before any Release, this approval not being unreasonably withheld or delayed:



- (a) the contents of any Release;
- (b) the upgrade path for any Release;
- (c) the timing of the distribution of any Release;
- and
- (d) the timing of the activation of any Release.

3.1.1.7 No Disruption to Users and the Working Environment

Releases of Software and/or Reference Data will be distributed across the HNG-X Telecommunications Infrastructure and therefore will require minimal User involvement and Fujitsu Services shall ensure there is no significant disruption to Users or to the Branch working environment.

3.1.1.8 No Corruption to Post Office Data

The data within Software and/or Reference Data is protected at source. Following distribution of the Release, Fujitsu Services will preserve the integrity of such data in accordance with Clause 33.1.

3.1.1.9 Record of Releases

A record of the Release of Software and Reference Data which is in use at each Branch will be maintained under configuration control within an asset database which is maintained by Fujitsu Services.

3.1.1.10 Availability in Branches

Fujitsu Services shall be permitted to suspend availability of the HNG-X Services, the Branch Telecom Infrastructure and/or the HNG-X Central Infrastructure outside the Post Office Core Day, at such times and for such periods of time as agreed in advance with Post Office (such agreement not to be unreasonably withheld or delayed) in connection with implementation in Branches of each Release, to the extent the Branch is affected by such Release.



4 Annex B: Capacity Management Service

4.1 HNG-X

4.1.1 Service Definition

Fujitsu Services shall:

- 4.1.1.1. provide the Capacity Management Service to manage capacity and the business workload volumes within the limits supported by the Branch Infrastructure and HNG-X Central Infrastructure;
- 4.1.1.2. monitor the actual volumes as against the volumes specified in CCD entitled: "*HNG-X Capacity Management and Business Volumes*" (PA/PER/033) and shall report such numbers and resulting trends in a monthly capacity report and distributed to Post Office;
- 4.1.1.3. review volume forecasts and may in the light of such reports, recommend changes that may be required. Post Office and Fujitsu Services shall agree volumes, trends and/or peak thresholds which, if they occur or are exceeded in live operation, shall be reported by Fujitsu Services;
- 4.1.1.4. produce and maintain a capacity model of the system. The assumptions, inputs, calculations and outputs of the model shall be shared with Post Office;
- 4.1.1.5. add components to the capacity model at any time as required to provide, as far as is reasonably practicable, a quantified understanding of system performance characteristics as they relate to technical parameters; and
- 4.1.1.6. in consultation with Post Office, seek to optimise the capacity of the Branch Infrastructure or the HNG-X Central Infrastructure so as to minimise the need for any future cost increase.

4.1.2 Collect & Return Service

Fujitsu Services shall:

manage capacity for Collect and Returns, Collect and Return Service defined in Data Centre Operations Service: Service Description, SVM/SDM/SD/0003, as per Capacity Management Service defined in 4.1.1 above.

4.1.3 Post Office Dependencies and Responsibilities

Post Office shall co-operate with Fujitsu Services in the assessment of future transaction types and transaction volumes.