Central Network Service: Service Description

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Document Title:	Central Network Service: Service Description
Document Type:	Service Description – Contract Controlled Document
Release:	HNG-X
Abstract:	Service Description of the Central Network Service provided under contract to Post Office
Document Status:	APPROVED
Originator & Dept:	Chris Harrison, Fujitsu Services: Networks Service Delivery Manager
External Distribution:	(For Document Management to distribute following approval)
Security Risk Assessment Confirmed	YES, security risks have been assessed, see section 0.7 for details.

Approval Authorities:

Name	Role	See Dimensions for record
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Alex Kemp	Senior Operations Manager, Fujitsu	

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0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	03/02/09	General cleanup to reflect the current design Updated the Author, Approval and Reviewers	
2.0	21/05/09	General Update to include HNG-x.	
2.1	21/10/09	General Update and issued for review	
3.0	21/01/10	Approval version	
3.1	05/01/12	Update to replace 'Streamline' with 'Merchant Acquirer'. Update to replace 'Alliance and Leicester' to 'Santander'. Changed the Operational Change Proposals to Operational Change (MSCs). Fixed numbering in section 2.7. Removed pre HNG-X transition states. Updated names/roles and document references.	CP0665 (MA) CP0701 (Santander)
3.2	04/10/2013	General review and update: Added abbreviations and re-ordered alphabetically Provided more detail in Service Summary 1.1 Added Connection to 3MCogent/Phoenix Data Centres for Application, Enrolment and Identity (AEI) Minor changes/tidying	CP5319 CCN1308b
4.0	16/12/2013	Approval version - POL Rejected	
4.1	13/01/2014	Changes following Post Office feedback: Removed reference to Service Integration Service in 2.1.1.1 and 2.1.1.4 as this service has been withdrawn.	
4.2	07/02/2014	Changes following Post Office feedback: Removed the words "for each Availability Period" from 2.3.5.1 heading and 2.3.7.1 heading. It will default to 2.3.1 (b).	
5.0	13/02/2014	Approval version	
5.1	18/03/2014	Updated to reflect CCN1400 by adding section 1.8	CCN1400
6.0	14-May-2014	Approval version	CCN1400
6.1	09/10/2015	Removal of Dependency with Service Desk Service due to termination Removal of connection to Maidstone DR datacentre and updated reviewers. Removal of Dependency with Engineering Service due to termination	CCN1409a CCN1429 CCN1423c
6.2	16-Dec-2015	Revised following internal review of above changes	
7.0	30-Nov-2016	Approval version	

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7.1	02-06-2017	Updated to reflect CCN1609d - Termination of the POLSAP Applications Support Service	CCN1609d
7.2	24-Jul-2017	Section 1.8 Removed reference to POLSAP Applications Support Service.	CCN1609d
		Section 1.8 Removed reference to Salesforce Service.	CCN1601b
		Section 1.8 Amended Credence / MDM "Service" to "Hosting Support".	CCN1602a / CT2237
		Section 2.9.2 Corrected reference to HNG-X Business Continuity Framework.	
7.3	29-Aug-2017	Changed POL approver to Dionne Harvey	
8.0	15-Sep-2017	Approval version	
8.1	12-Mar-2018	Updated to remove references to Credence from Section 1.1d and 1.8	CT2237e
8.2	03-Apr-2018	Minor corrections following internal review.	CT2237e
8.3	24-Apr-2018	Updates following POL review	
9.0	10-May-2018	Approval version	

0.2 Review Details

Review Comments by :	
Review Comments to :	Chris Harrison & POA Document Management

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Systems Mgt & Global Cloud	Jerry Acton
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Application Lead SDM, Risk and Service Introduction	Yannis Symvoulidis
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Document Manager	Matthew Lenton
POA BAS Lead	Steve Bansal
Issued for Information	

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/SD/0011			Branch Network Service: Service Description	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/SIP/0001			HNG-X Business Continuity Framework	Dimensions
SVM/SDM/PRO/0001			Major Incident Process	Dimensions
SVM/SDM/PRO/0018			Incident Management Process	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan	Dimensions
SVM/SDM/PLA/0002			HNG-X Services Business Continuity Plan	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 are not under change control.

0.4 Abbreviations/Definitions

Abbreviation	Definition
COTS	Commercial Off the Shelf
CCD	Contractual Controlled Document
CMT	Communications Management Team
DNS	Domain Name System
EDG	Electronic Data Gateway
IMT	Incident Management Team
ISDN	Integrated Service Digital Network
IP	Internet Protocol
MSC	Fujitsu Services toolset for managing Operational Change
PI	Processor Interface

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RADIUS	Remote Authentication Dial In User Service
SMC	Service Management Centre
TIP	Transaction Information Processing

0.5   Changes in this Version

Version	Changes

0.6   Changes Expected

Changes

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.

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1   Service Summary

1.1   Fujitsu Services shall perform the day to day operational control and management of the following Central Telecom Infrastructure components using appropriately trained staff:

(a)   the Local Area Networks (LAN) within the main HNG-X Data Centres including Fujitsu Services managed switches, routers and firewalls;

(b)   the Intercampus Links between the main HNG-X Data Centres;

(c)   the Central Telecom Infrastructure connectivity to the Branch Telecom Infrastructure (part of the Branch Network Service);

(d)   the Wide Area Network (WAN) and remote Local Area Network (LAN) for connecting the HNG-X Data Centres to some Post Office Clients;

- One connection to each of 2 x DVLA Data Centres for Motor Vehicle Licenses.

- One connection to each of 2 x Santander Data Centres for Network Banking.

- One connection to each of 2 x EPay Data Centres for Mobile Phone Top ups.

- One connection to each of 2 x 3MCogent/Phoenix Data Centres for Application, Enrolment and Identity (AEI).

- Two connections to RMG/CSC Northern (Huthwaite) Data Centre for Track & Trace, EDG, TIP, POLSAP and Collect & Returns traffic.

- One connection to RMG/CSC Sungard Data Centre (business continuity location for TIP).

- Connections to 2 x Transaction Network Services Data Centres from where Post Office Ltd have arranged for onward Debit Card transaction routing to HSBC Merchant Acquirer.

(e)   the Technical Interfaces to Post Office Client owned Wide Area Network (WAN) connections to the HNG-X Data Centres:

- Connectivity to HP/JP Morgan for Network Banking (Card Account at Post Office).

- Connectivity to VocaLink for Network Banking (Cash Deposits, Balance Enquiries or Cash Withdrawal)

- Connectivity to MoneyGram for international money transfers.

(f)   the Wide Area Network (WAN) and Local Area Network (LAN) for connecting the HNG-X Data Centres to Fujitsu Services support locations;

(g)   the Wide Area Network (WAN) and Local Area Network (LAN) for connecting the HNG-X Data Centres to the Live System Test (LST) environment which has servers in the HNG-X Data Centres and counter hardware at Fujitsu Services support locations;

The networks in the Solution Validation & Integrity (SV&I), Integration (INT) and Component Integration Test (CIT) environments have been committed separately outside of the Central Network Service most recently under CCN1328b.

(h)   the Internet connectivity for most Post Office Data Gateway file transfer clients, remote support and some transaction types (Post Code Anywhere, Broadband Checker, Neopost, Bank Of Ireland, etc).

(i)   the ISDN connectivity for other Post Office Data Gateway file transfer clients.

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1.2   Fujitsu Services shall perform the day to day operational control and management of the following Fujitsu Services support contracts which form part of the Central Telecom Infrastructure:

(a)   Hardware maintenance for switches, routers and firewalls;

(b)   Network Management Systems for the purpose of monitoring devices within the Central Telecom Infrastructure; and

(c)   Intercampus cards and switches.

1.3   Fujitsu Services shall also provide updated technical data to assist in the configuration of the following Fujitsu Services infrastructure:

(a)   RADIUS authentication servers; and

(b)   External network firewalls.

1.5   The Central Network Service is based on remote unattended support, i.e. monitoring that seeks to minimise interruptions to the normal business operation of the Central Telecom Infrastructure components.

1.6   Fujitsu Services will manage access to the Data Centre resident secure access servers from Fujitsu Services locations during Working Hours, or from support staff home locations outside of Working Hours using secure workstation or laptop builds with encrypted communications.

1.7   Fujitsu Services will manage a two (2) factor authorisation at the secure access servers with onward access from the secure access servers to the Data Centre platforms and Counter Positions using third party Commercial Off the Shelf (COTS) product management interfaces and audited client access to all Windows and Unix platforms direct via IP or proxies.

1.8   For the avoidance of doubt, from 01 April 2014 the Central Network Service excludes any activity related to the POLSAP systems. Such activity is included in the scope of the *POLSAP Hosting Service Service Description (SVM/SDM/SD/2191)*. This Central Network Service does, however, provide the WAN connection to the RMG/CSC Northern (Huthwaite) Data Centre which is used by Horizon and POLSAP.

2   HNG-X

2.1   Service Definition

2.1.1   Incident Management

2.1.1.1 The Central Network Service will work with the other Operational Services to ensure that appropriate monitoring toolsets and processes are in place to identify Incidents within the Central Telecom Infrastructure that have the potential to adversely impact the HNG-X Services.

2.1.1.2 Having identified an Incident, the Central Network Service will ensure that that a new call is raised via the Service Management Service that contains clear and concise information to enable the Incident to be assigned according to its urgency and priority and resolved.

2.1.1.3 The Central Network Service will assist the Branch Network Service, the Data Centre Operations Service and the Systems Management Service and Fujitsu Services

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Telecommunications Suppliers to resolve any Central Telecom Infrastructure related Incidents in accordance with the Working Document entitled: *"Incident Management Process" (SVM/SDM/PRO/0018).*

2.1.1.4   The Central Network Service shall inform Post Office of any Central Telecom Infrastructure Incidents adversely affecting the HNG-X Services.

2.1.2   Major Business Continuity Incidents

2.1.2.1   In the event of a Major Business Continuity Incident (MBCI), as defined in the joint Working Document entitled "*HNG-X Services Business Continuity Plan*" *(SVM/SDM/PLA/0002)*, within the Central Telecom Infrastructure, the Central Network Service shall ensure that the Incident is logged and escalated as described in the Working Document entitled: *"Major Incident Process", (SVM/SDM/PRO/0001).*

2.1.2.2   As part of an on-going service assurance activity, the Central Network Service will participate in Major Incident walkthroughs to take place at regular intervals.

2.1.3   Operational Change (MSC)

The Central Network Service will create and/or impact Manage Service Change (MSCs) for operational changes in accordance with section 2.1.6 of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007).*

2.1.4   Configuration Management

2.1.4.1   Fujitsu Services shall maintain an inventory of all Central Telecom Infrastructure configuration items and understand the relationships between them.

2.1.4.2   The inventory includes any additions and amendments to, and removals from:

(a)   Fujitsu Services' supported network platforms;

(b)   changes in accordance with the Change Control Procedure to the configuration of the existing Software / Hardware configurations across the Central Network Service;

(c)   management of all IP addressing;

(d)   DNS management; and

(e)   firewall rule base.

2.1.5   Service Management

2.1.5.1 Continuous Service Improvement

The Central Network Service shall work closely with the Service Management Service and Post Office to identify and, where agreed, implement service or cost improvement initiatives as referred to in section 1.4 of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007).*

2.1.5.2 Service Reporting

The Central Network Service shall, as required, provide service reporting for distribution to Post Office as required under the Service Management Service described in the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

2.1.5.3 Supplier Management

The Central Network Service shall manage all Fujitsu Services' third party suppliers utilised in the support of the Central Network Service. These activities include:

(a)   defining the services that the supplier delivers;

(b)   negotiating with the supplier;

(c)   establishing a Contract with the supplier;

(d)   monitoring the performance of the supplier;

(e)   performing regular supplier reviews including service initiatives;

(f)   managing problems relating to the supplier; and

(g)   managing changes relating to the supplier.

2.1.5.4 Capacity Management

2.1.5.4.1. The Central Network Service shall continuously monitor the performance of the Central Telecom Infrastructure with regard to the actual traffic across Central Telecom Infrastructure. This will enable Fujitsu Services to manage the Central Network Service and utilise capacity to its optimum to ensure the performance levels of the Central Telecom Infrastructure are maintained to minimise the impact and occurrence of Incidents.

2.1.5.4.2. The Central Network Service shall liaise with the Service Management Service regarding the actual performance of the Central Telecom Infrastructure within current traffic volumes.

2.1.5.4.3. The Central Network Service will review with the Capacity Management Service, the forecasted traffic volumes to assess the future capacity requirements of the Central Network Service.

2.2   Service Availability

2.2.1   The Central Network Service is a service internal to Fujitsu Services and is available 24 hours per day, every day of the year.

2.2.2   The Central Telecom Infrastructure will be available to enable a Branch to complete a Transaction at any time other than during scheduled maintenance periods notified by Fujitsu Services to Post Office in accordance with the Operational Change (MSC) process as described in section 2.1.3 of this Central Network Service, Service Description.

2.3   Service Levels and Remedies

2.3.1   General Principles

2.3.1.1   Service Level Targets (SLTs) detailed in sections 2.3.4 and 2.3.5 of this Central Network Service, Service Description, which do not specify a measurement period are:

(a)   reported monthly via the Service Review Book (SRB); and

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(b)   measured over a Service Level Measurement Period equating to a Post Office financial quarter; i.e.

- January to March;

- April to June;

- July to September ; or

- October to December.

2.3.1.2   The Central Network Service shall be monitored on a weekly and monthly basis and any failure to meet an SLT assessed over that month shall be reported to Post Office by means of the SRB.

2.3.1.3   The values applicable to each of the Central Network Service SLTs are identified within section 2.3.5 of this Central Network Service, Service Description.

2.3.2   Service Level Relief

This section does not apply to the Central Network 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 Central Network Service SLTs for which liquidated damages apply.

2.3.5   Service Levels for which Liquidated Damages Do Not Apply

2.3.5.1 Banking Authorisation Agent Availability

Fujitsu Services shall record the number of times and the duration that the connection between each Banking Authorisation Agent and each Processor Interface (PI) is unavailable and causes disruption to Post Office. For the purposes of this section 2.3.5.1 "unavailable" means a break of connection (at the application or network level) or loss of service excluding all unavailability due to:

(a)   any of the system management activities including the introduction of Software distribution, continuity testing and Reference Data updates and other such activities or any other planned outages as the Parties may agree from time to time. Such periods shall be scheduled by agreement with Post Office in accordance with ITIL compliant service management practices agreed by the Parties. Post Office shall not unreasonably withhold or delay agreement to the period of scheduled unavailability or the process for scheduling such maintenance periods; or

(b)   a failure of a PI (in respect of the particular connection which is unavailable) or any connection for which Fujitsu Services is not responsible (including, without limit, those connections relating to CAPO and LINK for which Post Office are responsible pursuant to Schedule B3.3).

Table 1

Description	SLT
Number of PI outages for more than 2 minutes for same Bank	<=1
Number of PI outages for more than 2 minutes for different Banks	<=2

2.3.5.2 Santander Network Availability for each SLT Calendar Year

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Table 2

Description	SLT
2.3.5.2 Santander Network Availability	>=99.95%

2.3.6   Operational Level Targets

There are no operational level targets (OLTs) associated with the Central Network Service.

2.3.7   Performance Metrics

2.3.7.1 Banking Authorisation Agent Availability

If Fujitsu Services persistently fails to achieve the performance metrics described in Table 3 below as a result of a lack of capacity or performance of the HNG-X Central Infrastructure, then increases in capacity or performance required to address the deficiency shall be dealt with by the Capacity Management Service.

Table 3

Description	PM
Number of PI outages for more than 1 minutes for same Bank	<=1
Number of PI outages for more than 1 minutes for different Banks	<=2

2.3.8   Design Targets

There are no design targets associated with the Central Network Service.

2.4   Service Limits and Volumetrics

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

2.5   Assets and Licences

2.5.1   Assets

Assets relevant to the Central Network Service are set out within the Asset Register.

2.5.2   Licences

The Central Network Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Central Network 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 Central Network 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

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2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2   Operational Variable Charge

There are no operational variable charges associated to the Central Network Service.

2.6.3   Additional Operational Variable Charge

There are no additional operational variable charges associated to the Central Network Service.

2.7   Dependencies and Interfaces with Other Operational Services

2.7.1   Changes

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Central Network 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 follows:

2.7.1.1   The Branch Network Service

The Central Network Service works closely with the Branch Network Service in supporting the HNG-X Telecommunications Infrastructure. If the scope of the Central Network Service is changed, the Branch Network Service may need to manage the Central Network Service's responsibilities in relation this.

2.7.1.2   The Systems Management Service

If the scope of the Systems Management Service is changed, the Data Centre Operations Service may take over the System Management Service's role in supporting the Central Network Service.

2.7.1.3   The Third Line Support Service

If the scope of the Third Line Support Service is changed, the Applications Support Service (Fourth Line) may take over the Third Line Support Service's role in supporting the Central Network Service.

2.7.1.4   The Data Centre Operation Service

If the scope of the Data Centre Operations Service is changed, the Systems Management Service may take over the Data Centre Operations Service's role in supporting the Central Network Service.

2.7.1.5   The Service Management Service

If the scope of the Central Network Service is changed, the Service Management Service may have to take over the role of managing the Central Network Service communicating directly with Post Office the status and nature of faults within the Central Network and may have to take over the role of managing the Central Network Service suppliers.

2.7.1.6   The Operational Business Change (Branch Change) Service

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The Central Network Service will support any OBC Branch changes delivered by the OBC (Branch Change) Service. If the scope of the Central Network Service changed, the Service Management Service would have to take over this role.

2.7.1.7   The Reference Data Management Service

The Reference Data Management Service will support the Central Network Service. If the scope of the Reference Data Management Service is changed, the Data Centre Operations Service would have to take over this role.

2.7.1.8   The 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 Central Network Service changed, the Service Management Service may have to take over this role.

2.7.1.9   The Security Management Service

The Central Network 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 Central Network Service changed, the Third Line Support Service or the Systems Management Service might have to take over this role.

2.8   Post Office Dependencies and Responsibilities

In addition to Post Office responsibilities set out in Schedule A5 of the Agreement, Post Office shall act reasonably in agreeing outages under section 2.3.5.1 (a) of this Central Network Service, Service Description.

2.9   Business Continuity

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

2.9.1   provide failover in respect of the Central Network Service to enable all Branches to continue to have the ability to settle Transactions and perform critical on-line services (namely Banking and Payment Management (Debit Card)) within two (2) hours of failure of a live Data Centre; and

2.9.2   carry out a minimum of one (1) walkthrough and one (1) operational test per calendar year for the Central Network Service, 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 Framework" (SVM/SDM/SIP/0001)*.

2.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Central Network Service, Service Description supports the delivery of the Central Network Service. Should any elements of the Central Network 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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