



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



**Document Title:** Service Management Service: Service Description

**Document Type:** Service Description – Contract Controlled Document

**Release:** Release Independent

**Abstract:** Service Description for the Service Management Service as provided under contract to Post Office

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***Approval Authorities:***

Name	Role	Signature	Date
Dionne Harvey	Post Office: Head of IT Contract Management	See Dimensions for record	
Pete Thompson	Fujitsu: Operations Director, Post Office Account		



## 0 Document Control

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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	
4.1	14-Aug-2014	Update for Service Desk Service exit	CCN1409a
4.2	20-Apr-2015	Update for Engineering Service Exit	CCN1423c
4.3	17-Dec-2015	Revised following internal review of above changes.	
4.4	17-Dec-2015	Changes tracked to show differences from v4.0, for issue to Post Office Ltd for review.	CCN1409a CCN1423c
5.0	30-Nov-2016	Approval version	
5.1	17-Sep-2019	<del>CCN 1656 submitted.</del> Update to reflect organisational changes and Joiners Leavers and Movers Addition of Annex D Training Controls Disablement and Re-Enablment Service	CCN1641
5.2	03-Oct-2019	Removed changes made at v5.1 in relation to	CCN1641



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		CCN1656 as not yet approved, leaving changes for CCN1641 intact.	
5.3	10-Dec-2019	<p>Changes in response to Dionne Harvey comments on v5.2.</p> <p>Changes to section 5 for CWO131 removed as Incident Management is excluded from CWO.</p> <p>Changes to reflect Post Office ServiceNow to Fujitsu Services TfSNow integration.</p> <p>Insertion of new sub-paragraph (g) at 2.1.1.3.</p>	<p>CCN1656a</p> <p>CCN1650c</p>
6.0	17-Jan-2020	Approval version	

### 0.3 Review Details

Review Comments by :	
Review Comments to :	Phil.Boardman, <b>GRO</b> and Post Office Account Document Management

<i>Mandatory Review</i>	
Post Office: Head of IT Contract Management	Dionne Harvey
Post Office: Head of IT Service (Retail)	Martin Godbold
Fujitsu: Senior Commercial Manger	Helen Venters
Fujitsu: Senior Service Delivery Manager	Steve Bansal
Fujitsu: Release Management	Matt Swain
Fujitsu: Capacity Management	Steve Parker, SSC Duty Manager
Fujitsu: Service Architect	Phil Boardman
Fujitsu: MAC and CMT Service Manager	Sandie Bothick
<i>Optional Review</i>	
Fujitsu: Quality and Compliance	Bill Membery
Fujitsu: Operational Security	Stephen Godfrey
Fujitsu: ASM Lead	Graham Allen
Fujitsu: POA Service Delivery	Steve Bansal
<b>Issued for Information – Please restrict this distribution list to a minimum</b>	

( \*) = Reviewers that returned comments

### 0.4 Associated Documents

Reference	Version	Date	Title	Source
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SVM/SDM/PRO/0003			End to End Customer Complaints Procedure – Joint Working Document	Dimensions
CS/PRD/058			Fujitsu Services Ltd / Post Office Interface Agreement for Operational Business Change – Reference Data	Dimensions
CS/IFS/008			Interface Agreement for the Problem Management Interface	Dimensions
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			POA Operations 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
CMT	Comms Management Team
Counter Base Unit	The PC element of the Counter Equipment
Counter Gold Build	A compiled set of operating system, driver and application system code which can be installed onto a Counter Base Unit, upon which the main application system code, and subsequent patches and changes, can be applied. Occasionally, new Counter Gold Build versions may be created, either as the only way that required change can be released, or with the aim of reducing the volume of subsequent updates required for a new or replaced Counter to build to the appropriate software version.



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EUC Tower Contractor	The Next Supplier of branch hardware engineering services, in place of the expired Fujitsu provided Engineering Service.
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.
MAC	Major Account Controllers
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
SRB	Service Review Book

## 0.6 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.
Changes expected to be made following approval of CCN1656.

## 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.
  - (d) the MAC Team – this service element is described in Annex C of this document.
  - (e) the Training Controls Disablement and Re-Enablement Service – a “Call Off” Service, this service element is described in Annex D 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 (or their nominated managing agent) 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.
- 1.7 The Service Management Service will provide application interface support between the Fujitsu Services TfSNow toolset and Post Office ServiceNow toolset for the purposes of exchange of incidents.

## 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.
  - (g) HNG-X Test Rig Infrastructure control for the 12 month period 1st April 2019 to 31st March 2020.
- 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 (or their nominated managing agent) 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 that fall under the scope of the HNG-X contracted services via the MAC Team.
- 2.1.2.2. The Service Management Service will have overall responsibility for the integrity of the process, liaison with Post Office (or their nominated managing agent) and management of managers of the individual HNG-X Services 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 (or their nominated managing agent) and following Post Office (or their nominated managing



agent) 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 where such incidents fall under the scope of the HNG-X contracted services;
- (c) investigate and gather information on problems across Branches where such problems fall under the scope of the HNG-X contracted services;
- (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 within the scope of the contracted HNG-X operational services for a period agreed between Fujitsu Services and the Post Office (or their nominated managing agent) on a case by case basis; and
- (f) provide details to Post Office (or their nominated managing agent) 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 (or their nominated managing agent, 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 (or their nominated managing agent) 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 Proposal Process

- 2.1.6.1 The Service Management Service is responsible for the Operational Change Proposal 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 Operational Change Proposal 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 Operational Change Proposal should be documented with a retrospective Operational Change Proposal;
- (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 Operational Change Proposal process shall be carried out in the following manner:

- (a) Operational Change Proposals may be raised by any of the Operational Services or by Fujitsu Services on behalf of Fujitsu Services' suppliers;
- (b) the Operational Change Proposal 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) Operational Change Proposals will be entered into a central database and then distributed to the appropriate Operational Services, Fujitsu Services' suppliers and, if necessary, Post Office (or their nominated managing agent) 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 Operational Change Proposal and therefore request withdrawal or deferral of the planned change, this will be managed by the Service Management Service and the Operational Change Proposal will be re-issued following amendment or the proposed change cancelled;
- (e) where an Operational Change Proposal has been issued retrospectively, as described in section 2.1.6.2 (b), the Operational Change Proposal 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 Operational Change Proposal 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 (or their nominated managing agent) 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.
- 2.2.3. Fujitsu Services TfsNow to Post Office ServiceNow toolset application interface support is available 24 hours a day, every day of the year.
- 2.2.4. MAC Team is available:
  - (a) Monday-Friday 8am-8pm
  - (b) Saturday- 8am-5pm
  - (c) Sunday- No cover
  - (d) Bank Holidays (excluding Christmas) 8am-2pm

## 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 Service Management Service, Service Description, which do not specify a measurement period are:
  - (a) reported monthly via the Service Review Book (SRB); and
  - (b) measured over a Service Level Measurement Period equating to a whole calendar month

### 2.3.2 Service Level Relief

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

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

#### 2.3.5.1 MAC Team Global User Response

98% of global user requests during a whole calendar month fulfilled within 30mins from MAC Team receiving the incident into the Fujitsu domain calculated within MAC Team working hours assuming the MAC Team are operating normally and from the primary site i.e. to exclude DR scenarios.

**Table 1**

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Description	SLT
2.3.5.1 MAC Team Global User Response <=30mins	>=98%

In the event that the branch user is not contactable by phone the incident will be suspended and the MAC team will make subsequent attempts to fulfil the request.

### 2.3.5.2 MAC Team EUC Tower Contractor Engineer Support

95% of Incidents raised to request support for onsite EUC Tower Provider engineer to be (automatically) acknowledged as being with Fujitsu within 15 minutes of receipt

Table 2

Service Level	Description	SLA Target	Reporting Period -
Engineering Support Incident Response (Sev 1)	All EUC Tower Contractor engineer incident support requests to be acknowledged as being with Fujitsu within 15 minutes of receipt.	95%	Monthly

Table 3

Service Level	Description	SLA Target	Reporting Period -
Engineering Support Incident Assignment (Sev 1)	All EUC Tower Contractor engineer incident support requests to be assigned to a relevant Fujitsu resolving group within 15 minutes of receipt	90%	Monthly

### 2.3.6 Operational Level Targets

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

### 2.3.7 Performance Metrics

There are no performance metrics associated with the Service Management Service.

### 2.3.8 Design Targets

There are no design targets associated with the Service Management Service.

## 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.

As described in CCN1409a the Charges for the Service Management Service in years ending March 2016 and March 2017 are lower than those for year ending 31st March 2015 due to the expiry or termination of the Engineering Service. In the event that the Engineering Service is extended beyond 31st March 2015 the Service Management Service Charge shall be increased by £29,648.70 per month to perform the activities described in section 5.2 and such increase shall be detailed in the associated CCN to extend the Engineering Service.

### 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 (or their nominated managing agent) 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 Operational Change Proposal 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 (or their nominated managing agent) as requested.
- 2.9.2. Fujitsu Services and Post Office (or their nominated managing agent) 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.

3.1.1.3.3 Fujitsu may advise Post Office that releases will require to be released via a Counter Gold Build release, on occasions, but it will be Post Office's responsibility to plan the timings of Counter Gold Build releases and to request them, using the Change Control Procedure.

###### 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).

3.1.1.4.3 Fujitsu will test any new Counter Gold Build version to be released, only to the point of verifying that it can be successfully installed on a Counter Base Unit. It will be the responsibility of the EUC Tower Contractor to test that their Counter Gold Build duplication and installation processes and mechanisms can perform an effective Counter Gold Build install.

###### 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.

In order to minimise disruption when a Counter Gold Build is released, whether it is to be used as part of a Release or for installations on new or replaced Counter Base Units:

- (a) Fujitsu will release new versions of Counter Gold Builds to the EUC Tower Provider, to agreed timescales
- (b) Post Office (or their nominated managing agent) will manage the EUC Tower Provider's release of the Counter Gold Build under change control, to agreed timescales
- and
- (c) the EUC Tower Provider will manage the further release of the Counter Gold Build version onto Counter Base Units in a timely manner.

### 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.

### **3.1.2 Post Office Dependencies and Responsibilities**

Post Office will plan the timings of Counter Gold Build releases, in discussion with Fujitsu and Post Office's other providers. When required Post Office will request Counter Gold Build releases using the Change Control Procedure.





## 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.



## 5 Annex C: MAC Team

Fujitsu MAC Team shall perform the Core Activities detailed in section 5.1 for the duration of the Service Management Service.

Fujitsu MAC Team shall perform the Engineering Activities detailed in section 5.2 for the duration of the Engineering Service subject to a CCN for the agreement of uplifted Service Management Service charges in the event that the Engineering Service is extended beyond 31 March 2015 as detailed in section 2.6.1

### 5.1 MAC Team Core Activities

- TfSNow stack management and call closure analysis
- Global User requests (for EUC Tower Provider engineers, POL Trainer and Postmaster). All requests will come from Post Office and will have been authorised before receipt by Fujitsu.
- Single point of contact for AtoS enquiries and escalation
- Resolution contact point for branch logged software incidents
- Incident and High Profile Incident Management support
- Network SLT incident analysis
- Customer complaint handling and trend reporting

### 5.2 EUC Tower Provider Engineer Support

The MAC Team will receive Incidents related to providing network or application configuration support (as defined in the first section of attachment 1 to CCN1409a) to engineers of the EUC Tower Provider making on-site Counter Hardware break-fix visits. When receiving these Incidents they will be classified with Severity Level 1 and their resolution will aim to meet the service level targets described in Section 2.3.5.2 of this document.

### 5.3 Raising Pro-Active Incidents on Branch Hardware

The MAC Team will raise pro-active break-fix Incidents for EUC Tower Provider engineers to resolve issues with Branch Hardware that have been identified from Event & Systems Monitoring activities within the Systems Management Service. The Incidents will be raised using TfSNow to the Post Office ServiceNow toolset, accessed by the AtoS Service Desk, using the toolset application support interface.



## 6 Annex D: Training Controls Disablement and Re-Enablement Service

### 6.1 Summary

The Training Controls Disablement and Re-Enablement Service allows Post Office to make a request to disable and subsequently re-enable Training Controls functionality in HNG-X Systems.

The Training Controls Disablement and Re-Enablement Service is a "Call Off" service, with an appropriate charge as set out in Schedule D1 of the agreement and in section 6.4 of this document.

All Requests to Disable Training Controls must be made in accordance with the Post Office Responsibilities in paragraphs 1.15.1.1 to 1.15.1.4 inclusive of Schedule A5. Requests will be fulfilled in accordance with the process set out in the Working Document entitled "POA Operations Major Incident Procedure" (SVM/SDM/PRO/0001). After fulfilment of a request to disable, Training Controls will remain disabled until a Request to Re-Enable Training Controls is received and fulfilled.

All Requests to Re-Enable Training Controls must be made in accordance with the Post Office Responsibilities in paragraph 1.15.4.1 to 1.15.4.4 inclusive of Schedule A5. Requests will be fulfilled in accordance with the process set out in the Working Document entitled "POA Operations Major Incident Procedure" (SVM/SDM/PRO/0001).

### 6.2 Service Availability

The Training Controls Disablement and Re-Enablement Service is initiated via the Problem Management processes and is thus available as part of duty management, which is available 24 hours a day, every day of the year.

### 6.3 Service Levels and Targets

There are no Service Level Targets (SLT) or Operational Level Targets (OLT) associated with the Training Controls Disablement and Re-Enablement Service. Fujitsu Services will endeavour to fulfil any Request to Disable Training Controls and or Requests to Re-enable Training Controls, will be performed on a reasonable endeavours basis, with an aim to complete fulfilment within approximately 30 minutes~~1 hour~~ of receiving the requests if received within the period Monday-Friday 09:00hrs -17:30hrs excluding Bank Holidays, or within 90 minutes at any other times.

### 6.4 Charges

Each Request to Disable Training Controls received, that meets the conditions in paragraph 1.15.1 of Schedule A5 - Post Office Responsibilities, will be subject to a Charge as defined in paragraph 7.14 of Schedule D1 - Charges. This charge is made in respect of:

- the fulfilment of the Request to Disable Training Controls, and
- the investigation of any faults associated with Training Controls, and
- the fulfilment of any subsequent Request To Re-Enable Training Controls

For the avoidance of doubt, Requests to Re-Enable Training Controls will not be subject to any further Charges.

### 6.5 Post Office Dependencies and Responsibilities



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



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To use the Training Controls Disablement and Re-Enablement Service Post Office will make requests in accordance with the Post Office Responsibilities in paragraph 1.15 of Schedule A5 of the Agreement.