



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



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

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Author & Dept: Jerry Acton, Systems Management Manager

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Security Risk Assessment Confirmed The Security risks have been assessed and it is considered that there are no security risks relating specifically to this document

Approval Authorities:

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



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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	21/10/08	Review Change of Ownership	
1.2	01/04/09	Review Change comments from Shaun White PO	
1.3	24/08/09	Changes applied comments from Shaun White POL. & Karen Harrod RMGA	
2.0	26/08/09	Approval	
2.1	21/01/13	Removed Horizon transitional state section.	
2.2	21/01/13	Revised formatting, references, personnel	
2.3	21/01/13	Updated doc references	
2.4	17/07/13	Change of ownership Updated details of key operational reviewers Updated with Collect & Return CCN refs This version will include Systems Management Service support for Collect & Return Service type	CCN1342a
2.5	06/09/2013	Responses to internal review comments	
3.0	17-Oct-2013	Change to POL approver; Approval version.	
3.1	12-Mar-2014	Removed scope of SAP and CREDENCE as a result of CCN 1400	CCN1400
4.0	16-Apr-2014	Approval version	CCN1400
4.1	25-Sep-2015	Scope changes as a result of approved CCN1423, Changes to roles and names in POL, Atos and Fujitsu management	CCN1423
4.2	26-Oct-2015	Amended 2.8 to reflect contract wording.	CCN1423
5.0	12-Nov-2015	Approval version	CCN1423
5.1	30-Mar-2017	Removed reference to POLSAP Applications Support Service, Credence / MDM, and Salesforce from section 1.8. Excluded Branch Telecom Infrastructure from the event and system monitoring scope in Branches where services are provided by Next Supplier in section 2.1. Change of Fujitsu ownership to Jerry Acton. Change of POL Approver.	CCN1609d, CCN1602a, CCN1601 CCN1614a
5.2	18-Jul-2017	Amended Andy Garner's role title. Added POLSAP Hosting Service Description SVM/SDM/SD/2191 reference at sections 0.4 and 1.8. Reinstated Bill Membery to reviewer list, removed in error.	Following POL review of previous version.
6.0	20-Jul-2017	Approval version	

0.3 Review Details



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



See HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on completing the lists below. You may include additional reviewers if necessary, but you should generally **not exclude** any of the mandatory reviewers shown in the matrix for the document type you are authoring.

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Role	Name

(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)			POA HNG-X Generic Document Template	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	Dimensions
SVM/SDM/PRO/0018			POA Operations Incident Management Procedure	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0011			Branch Network Service: Service Description	Dimensions
SVM/SDM/SD/2191			POLSAP Hosting Service: Service Description	Dimensions
SVM/SDM/PRO/0001			POA Major Incident Process	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
BAS	Business and Application Services – a division of Fujitsu Services
BCM	Business Continuity Manager
CCD	Contract Controlled Document
CCN	Commercial Change Control Note
CMT	Communication Management Team
CT	Commercial Terms
C&R	Collect and Returns Support Service– a POL Service Type
EUS	End User Services - a division of Fujitsu Services
HNG	Horizon Next Generation (Horizon Online)
ITIL	Information Technology Infrastructure Library
HNS	Hosting, Network and Security - a division of Fujitsu Services
MIS	Management Information Services
MSC	Managed Service Change
MSS	Managed Systems Support



OBC	Operational Business Change
OCP	Operational Change Proposal
PIN	Personnel Identification Number
POA	Post Office Account (Fujitsu)
POL	Post Office Limited
SLT	Service Level Target
SMC	Systems Management Centre
SMG	Systems Management Group
SSC	Software Support Centre

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes
Whenever a new service type is added to the HNG-X contract such as Collect & Return Service.

0.8 Accuracy

"Not applicable".

0.9 Security Risk Assessment

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



1 Service Summary

- 1.1 The Systems Management Service comprises:
- An event management service;
 - A systems monitoring service; and
 - A Software distribution service.
- 1.2 Each element described in section 1.1 is deployed to the Branch Infrastructure and HNG-X Central Infrastructure according to a central service delivery capability within the Systems Management Service.
- 1.3 Operational staff will be appropriately trained to carry out the Systems Management Service.
- 1.4 The Systems Management Service is based on remote unattended resolution. Monitoring, under the Systems Management Service will, seek to minimise interruptions to the normal business operation of the Branch Infrastructure.
- 1.5 The System Management Service shall carry out system management of the Business Capabilities and Support Facilities. The activities within each Business Capability and Support Facility shall be co-ordinated such that, for example, changes and faults can be tracked across Business Capability and Support Facility boundaries.
- 1.6 Changes to the Business Capabilities and Support Facilities shall be made on the request of the Release Management Service in accordance with Annex A of the CCD entitled: “*Service Management Service, Service Description*” (SVM/SDM/SD/0007).
- 1.7 The Systems Management Service activities within the Data Centre shall be co-ordinated such that, changes and faults can be tracked across the respective Business Capabilities and Support Facilities.
- 1.8 For the avoidance of doubt this HNG-X Operational Service excludes any activity related to the POLSAP Hosting Service. Such activity is included in the scope of the “*POLSAP Hosting Service Service Description*” (SVM/SDM/SD/2191).

2 HNG-X

2.1 Service Definition

2.1.1 Event & Systems Monitoring

- 2.1.1.1 The Systems Management Service will provide event and systems monitoring of the HNG-X Central Infrastructure, and Branch Infrastructure except in those Branches where Replacement Services to the VSAT BB communications method is provided by the Next Supplier of the Branch Network Service. Events are the indications of conditions that have operational significance to either the Branch Infrastructure or the HNG-X Central Infrastructure. They include Software, Hardware or security conditions that may require investigation and also include occurrences of particular, repeated events, for example, a low battery in PIN Pads. Investigations will involve either other relevant Operational Services or a defined recovery procedure.
- 2.1.1.2 All new platforms within the HNG-X Central Infrastructure will have the appropriate level of performance monitoring Software installed and this will be available to the Systems Management Service to enable systems monitoring to take place.



- 2.1.1.3 Fujitsu Services will ensure that all access to the HNG-X Central Infrastructure will be by approved scripts that have predetermined functionality. Access is role based by SMC staff and access is controlled by Safenet IKEY, which is fully audited by the CS Security Team.
- 2.1.1.4 The Systems Management Service includes the above Event & Systems Monitoring for active POL Service Types (for example Collect & Returns Support Service).

2.1.2 Software Distribution

- 2.1.2.1 The Systems Management Service will distribute Software to the Branch Infrastructure and Central Infrastructure in accordance with direction from the Release Management Service detailed within Annex A of the Contract Controlled Document (CCD) entitled: "*Service Management Service, Service Description*" (SVM/SDM/SD/0007).
- 2.1.2.2 Where an update to the Branch Infrastructure Software is required, new or updated Software may need to be deployed and remotely installed across the HNG-X Telecommunications Infrastructure to a specific Branch, all Branches, or a group of Branches. The distribution process separates the transfer of Software from its subsequent installation, thus enabling the installation process to take effect from a particular date or time. Updated Software can be reversed out.
- 2.1.2.3 The Systems Management Service will maintain Software repository management through the update of a Software inventory database which identifies which Software versions are stored on the components of the Branch Infrastructure and the HNG-X Central Infrastructure.
- 2.1.1.5 The Systems Management Service includes the above Software Distribution for active POL Service types (for example Collect & Returns Support Service).

2.1.3 Time Synchronisation

- 2.1.1.6 The Systems Management Service provides a time synchronisation service to all of the Branch Infrastructure and the Central Infrastructure. All platforms have access to an accurate time source and this access is configured to ensure a consistent date and time across all Branches. This caters for the handling of clock changes at the beginning and end of British Summer Time. The Systems Management Service includes the above Time Synchronisation for active POL Service types (for example Collect & Returns Support Service).

2.1.4 Operational Change Proposals (MSCs)

- 2.1.4.1 The Systems Management Service will create and/or impact Operational Change Proposals (MSCs) in accordance with section 2.1.6 of the CCD entitled: "*Service Management Service, Service Description*" (SVM/SDM/SD/0007).

2.1.5 Service Management

2.1.5.1 Incident Reduction

The Systems Management Service will provide event and systems monitoring of the HNG-X Service Infrastructure with status and system event notifications being received from Branches. To ensure that Branch and Counter Availability is kept to a maximum and within the Branch and Counter Availability Service Level Targets (SLT) detailed in the CCD entitled: "*Branch Network Service, Service Description*" (SVM/SDM/SD/0011).

Where a system or network condition has been identified, the Systems Management Service will raise an appropriate Incident via the Service Desk or directly via the Incident management systems at the required severity to enable the issue to be resolved in accordance with the document entitled: "*POA Incident Management Process*" (SVM/SDM/PRO/0018).



Major Incidents will be managed in accordance with the Working Document entitled: "POA Major Incident Process" (SVM/SDM/PRO/0001).

2.1.5.2 Continuous Service Improvement

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 as referred to in section 1.4 of the CCD entitled "Service Management Service, Service Description" (SVM/SDM/SD/0007).

2.1.5.3 Service Reporting

The Systems Management Service will 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/SD0007).

2.1.5.4 Capacity Management

Fujitsu Services will ensure that the system is capacity managed. To support this action, the Systems Management Service shall be responsible for:

- (a) Providing immediate alerting on performance issues that could jeopardise the live service;
- (b) Providing lower priority alerting for performance issues, which while not jeopardising the live service, indicate a problem that needs to be investigated;
- (c) Conduct medium and long term trending to allow potential problems to be forecast in advance;
- (d) Liaising closely with the Capacity Management Service, as documented within the CCD entitled: "Service Management Service, Service Description" (SVM/SDM/SD/0007) Annex B, regarding the actual Data Centre performance with current traffic volumes;
- (e) Reviewing, with the Capacity Management Service, the forecasted traffic volumes to assess the future capacity requirements of the Data Centre Operations Service; and
- (f) Ensuring adequate controls are in place to ensure that there is sufficient capacity to run the Service.

2.2 Service Availability

The service is not directly available to Post Office. It is a service internal to Fujitsu Services and is available 24/7, 365 days per year.

2.3 Service Levels and Remedies

2.3.1 General Principles

This section is not applicable to the Systems Management Service.

2.3.2 Service Level Relief

This section is not applicable to the Systems 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

- 2.3.4.1 There are no SLTs for which liquidated damages apply associated directly with the Systems Management Service.
- 2.3.4.2 Certain Operational Services, listed below, may be directly impacted by the successful provision of Systems Management Service should support be required. Responsibility for the calculation and reporting of any SLTs attached to these Operational Services is described within the relevant Service Descriptions:
- (a) Data Centre Operations Service;
 - (b) Branch Network Service; and
 - (c) Central Network Service.

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

- 2.3.5.1 There are no liquidated damages for SLTs associated directly with the Systems Management Service.
- 2.3.5.2 Certain Operational Services, listed below, may be directly impacted by the successful provision of Systems Management Service should support be required. Responsibility for the calculation and reporting of any SLTs attached to these Operational Services is described within the relevant Service Descriptions:
- (d) Data Centre Operations Service;
 - (e) Branch Network Service;
 - (f) Central Network Service; and
 - (g) Service Desk Service.

2.3.6 Operational Level Targets

There are no specific Operational Level Targets associated with the Systems Management Service.

2.3.7 Performance Metrics

There is no specific performance metrics associated with the Systems Management Service.

2.3.8 Design Targets

There is no specific design targets associated with the Systems Management Service.

2.4 Service Limits and Volumetrics

There is no service limits or volumetric associated with the Systems Management Service.

2.5 Assets and Licences

2.5.1 Assets

- 2.5.1.1 The Systems Management Service shall provide asset management by the operation of the systems management asset register in respect of the Systems Management Service which will contain details of the assets required for the provision of this service.
- 2.5.1.2 The systems management asset register shall also contain the Software inventory database giving operational information that shall support the management and control of both implementation activities where appropriate and Operational Services. Including:



- (a) Branch or Data Centre address and contact information;
- (b) Branch or Data Centre implementation status details;
- (c) system configuration details;
- (d) Data Centre equipment type and serial numbers;
- (e) Software versions; and
- (f) Application versions.

2.5.1.3 The systems management asset register shall also be available for enquiries by the SMC necessary in responding to queries from Users. It shall be updated promptly when new or updated Software is distributed and installed and when new hardware within the Data Centres is brought on-line.

2.5.1.4 The systems management asset register will not necessarily be a single physical entity, but may consist of a logical collection of information from separate systems within any of the Operational Services.

2.5.2 Licences

The Systems Management Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Systems Management 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 Systems Management Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

The Systems Management Service Operational Variable Charge is calculated against the number of Counter Positions within the Branch Infrastructure as set out within Schedule D1 of the Agreement.

2.6.3 Additional Operational Variable Charge

There are no additional operational variable charges applicable to the Systems Management Service.

2.7 Dependencies and Interfaces with Other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Systems Management 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 Operational Business Change (Branch Change) Service

The Systems Management Service will support any Branch changes delivered by the OBC (Branch Change) Service. If the scope of the Systems Management Service changed, the Third Line Support Service or the Data Centre Operations Service might have to take over this role.

2.7.1.2 The Data Centre Operations Service

The Systems Management Service monitors the Branch Infrastructure and HNG-X Central Infrastructure systems and communicates with the Service Desk the status and nature of faults identified. If the scope of the Systems Management Service changed, the Data Centre Service might have to take over this role.

2.7.1.3 The Branch Network Service

The Systems Management Service requests initial system checks from the Data Centre Operations Service or the Third Line Support Service, following receipt of calls from Branches. If the scope of the Systems Management Service changed, the Branch Network Service might have to take over this role.

2.7.1.4 The Central Network Service

The Systems Management Service requests initial system checks from the Data Centre Operations Service or the Third Line Support Service, following receipt of calls from Branches. If the scope of the Systems Management Service changed, the Central Network Service might have to take over this role.

2.7.1.5 The Reference Data Service

The Systems Management Service will support any Reference Data changes delivered by the Reference Data Service. If the scope of the Systems Management Service changed, the Third Line Support Service or the Data Centre Operations Service might have to take over this role.

2.7.1.6 The Third Line Support Service

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

2.7.1.7 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 Systems Management Service changed, the Third Line Support Service may have to take over this role.

2.7.1.8 The Service Management Service

If the scope of the Systems Management Service changed, the Service Management Service (Release Management Service) may be required to distribute Software to the Branch Infrastructure and HNG-X Central Infrastructure.

2.7.1.9 The Security Management Service

The Systems Management 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 Systems Management Service changed, the Third Line Support Service or the Data Centre Operations Service might have to take over this role.



2.7.1.10 The CMT Service

The CMT Service requests initial system checks from the Systems Management Service, following receipt of calls from Branches. If the scope of the Systems Management Service changed, the Third Line Support Service might have to take over this role.

2.8 Post Office Dependencies and Responsibilities

In addition to the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, Post Office shall keep each base unit in each Branch switched on at all times unless:

- (a) Specifically requested to do otherwise by Fujitsu Services; or
- (b) Post Office makes a request to Fujitsu Services to switch off a base unit in a Branch, which is approved by Fujitsu Services.

Through Fujitsu's pro-active systems management monitoring Incidents raised for Branch Hardware requiring repair or replacement will be passed to the Next Supplier to onward manage. It is Post Office's responsibility for ensuring that such Incidents are accepted and resolved by the Next Supplier.

2.9 Business Continuity

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

2.9.1 Infrastructure

2.9.1.1 Voice Systems Features

2.9.1.1.1 All calls received by the Systems Management Service are via the standard telecommunications systems and therefore Fujitsu Services has not provided any additional resilience in order to operate using this service.

2.9.1.1.2 In the event that the Systems Management Service location is rendered inoperable (e.g. building evacuation), then calls are re-directed to the Fujitsu Services Systems Management Service DR site.

2.9.1.2 Failover Timescale

Fujitsu Services will ensure the Systems Management Service access to the Incident management system at the DR site is available to the Systems Management Service within two (2) hours of the initial failure.

2.9.1.3 Testing

Fujitsu Services will carry out a minimum of one (1) walkthrough and one (1) operational test per year covering the Incident management system 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 Operational Test Plan – Joint Working Document"* (SVM/SDM/TP/0001).

2.10 Documentation Set Supporting the Service

The document set listed in section 0.4 of this Systems Management Service, Service Description supports the delivery of the Systems Management Service. Should any elements



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of the Systems 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.