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SCHEDULE B3.4
BRANCH INFRASTRUCTURE

Version History

Version No.	Date	Comments
1.0	31/08/06	Agreed version as at date of signature of CCN 1200
1.1	26/09/06	Minor corrections
2.0	25/01/07	Baseline copy of 1.1
2.1	19/03/07	Applying CCN 1206
3.0	09/07/07	Baseline copy of 2.1
6.0	15/06/09	Moving all schedules to V6.0 as agreed with Fujitsu
7.0	26/04/10	Moving all Schedules to v7.0 as agreed with Fujitsu
8.0	21/02/12	Applying changes as per CCN1294d and CCN1289a
9.0	13/01/14	Moving all Schedules to v9.0 in accordance with CCN1349
10.0	10/09/15	Applying changes as per CCN1421a and Moving all Schedules to v10.0 in accordance with CCN1506
11.0	31/03/16	Applying changes as per CCN1423c and moving all Schedules to V11.0 as per CCN1604
12.0	03/07/17	Moving all schedules to V12.0
13.0		Updating as per CCN1616b and moving all Schedules to v13.0

CONFIDENTIAL

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1. INTRODUCTION

1.1 The purpose of this Schedule B3.4 is to:

1.1.1 record and specify the Branch Infrastructure that Post Office shall be responsible for ensuring is in place in order for, Fujitsu Services to deliver the Horizon Applications and the Business Capabilities and Support Facilities, and thereby provide the HNG-X Services;

1.1.2 Paragraph removed by CCN1616b.

2. BRANCH INFRASTRUCTURE

2.1 Branch Infrastructure

2.1.1 Post Office Ltd shall provide equipment as specified in the CCD entitled "Counter Hardware Design Specification" (BP/DES/003) in all Branches and any other Post Office authorised location (the "Initial Branch Infrastructure").

2.1.2 Changes to the locations and number of sets of the Branch Infrastructure Equipment requested by Post Office shall be in accordance with the process defined in the CCD entitled "Post Office Ltd Operational Business Change – Branch, Interface Agreement" (SVM/SDM/STD/001).

2.1.3 Save as may be agreed under the Change Control Procedure, the use of Equipment in non Branch locations (e.g. Head Office Counter Positions) shall not require Fujitsu Services to undertake any additional software development, testing or support, or any site modification or preparation beyond standard site preparation.

2.1.4 PIN Pads

- (a) Fujitsu Services shall ensure that all automated Counter Positions shall have the capability to support the use of PIN Pads.
- (b) Fujitsu Services shall provide and maintain firmware distribution facilities to ensure the distribution of firmware from the Data Centres to PIN Pads. The facility shall meet the software control requirements of ISOP 9564.
- (c) Post Office accepts that there is a known risk that the existing PIN Pad may not be suitable for use after 2010. The cost of replacing the PIN Pad will be handled under the Change Control Procedure.

2.1.5 Peripheral and input devices equipment general requirements

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Peripheral and input devices supplied as part of the elements of HNG-X Service Infrastructure shall be capable of detecting contention, premature removal and swapping of Smart Tokens.

2.1.6 Peripherals Flexibility

- (a) The Branch Infrastructure shall have the flexibility for additional peripheral equipment to be added in the future, including input devices and printers.
- (b) The capacity for connectivity of peripherals at each Counter Position shall be set out in the CCD entitled "Counter Hardware Design Specification" (BP/DES/003).

2.1.7 Future Flexibility for Sharing of Specialist Peripherals

The Branch Infrastructure shall support:

- (a) the sharing of the back office printer between all Counter Positions in the Branch; and
- (b) the sharing of weigh scales between those Counter Positions that are physically connected to the same weigh scales.

Any sharing of any other specialist peripherals between Counter Positions shall be handled under the Change Control Procedure.

2.1.8 Appearance of the Branch Infrastructure Equipment

- (a) With the exception of PIN Pads the standards for equipment livery to be used within the Branch Infrastructure are defined in the CCD entitled "Counter Hardware Design Specification" (BP/DES/003). The standards for equipment livery for PIN Pads are defined in the CCD entitled "PIN Pad Product Specification" (NB/PDN/010).
- (b) The procedures required to maintain the appearance of the Equipment shall be minimal and capable of being undertaken by the local Branch Users. It shall be comparable to the cleaning required of any desk-based office computer system.

2.1.9 Health, Safety and Legal obligations

All Branch Infrastructure Equipment shall comply with the health, safety and legal requirements set out in Schedule A4.

2.1.10 Equipment Environmental Considerations

All Branch Infrastructure Equipment shall comply with the Equipment environmental considerations set out in Schedule A4.

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2.1.11 Paragraph removed by CCN1616b

2.1.12 Paragraph removed by CCN1616b

2.1.13 Paragraph removed by CCN1616b

3. TECHNOLOGY REFRESH

3.1 Paragraph removed by CCN1616b

(a)

(b)

3.1.2

3.2 Paragraph removed by CCN1616b

3.2.1

3.2.2

3.3 **Assumptions**

3.3.1 In relation to Services, Service Levels and Charges it is assumed:

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- (a) that the reductions in the number of Branches and Counter Positions during the term of this Agreement will take place in accordance with the table in Part 1 of Annex A of Schedule D1;

(b)

(c)

3.3.2 Paragraph removed by CCN1616b

3.3.3 Paragraph removed by CCN1616b

3.3.4 Paragraph removed by CCN1616b

3.3.5 Paragraph removed by CCN1616b

3.3.6

(a)

(b)

(c)

(d)

(e)

(f)

(g) Paragraph removed by CCN1616b

3.3.7 Paragraph removed by CCN1616b

3.4 Paragraph removed by CCN1616b

3.4.1

3.4.2

3.4.3

3.4.4

3.5 Paragraph removed by CCN1616b

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4. ASSOCIATED DOCUMENTS

4.1 The following CCDs are associated with this Schedule B3.4:

	Document Reference	Document Title
1	(Withdrawn in CCN1423c)	
2	BP/DES/003	Counter Hardware Design Specification
3	SVM/SDM/STD/001	Post Office Ltd Operational Business Change – Branch Interface Agreement
4	NB/PDN/010	PIN Pad Product Specification
5	Withdrawn in CCN1616b	

4.2 The following CRDs are associated with this Schedule B3.4:

	Document Reference	Document Title
1	Withdrawn in CCN1616b	