

Fujitsu Services

Engineer Service: Service Description

Ref: CS/SER/005

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Commercial in Confidence

Date:

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	22/11/02	First Draft	
0.1a	06/12/02	Agreed version for inclusion within Schedule 19	
0.2	16/12/02	RB/LT agreed version	
2.0	15/05/03	Update to include engineers exceptional service availability	

0.2 Review Details

Review Comments by :	<i>Date</i>
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0.3 Associated Documents

Reference	Version	Date	Title	Source

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

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0.4 Abbreviations/Definitions:

unless the context otherwise requires, the following terms have the following meanings:

Abbreviation	Definition
HSH	Horizon Systems Helpdesk
HSH Customers	Post Office staff and staff of Post Office Clients having a direct interface with the Horizon Service Infrastructure, providing that they satisfy the relevant validation criteria.
LAN	Local Area Network
ES	Engineer Service
MTBF	Mean Time Between Failure
PAT	Portable Appliance Testing
Post Office™	Post Office Ltd
SLA	Service Level Agreement
SLT	Service Level Target
Support Engineer	an individual (who is an employee of Fujitsu Services or a sub-contractor) appointed by Fujitsu Services or a sub-contractor to provide Branch Equipment Engineer Support Services
WAN	Wide Area Network

Note: Terms defined in the [Codified Agreement] shall have the same meaning where used in this CCD

0.5 Changes in this Version

Version	Changes
2.0	Updated to include Engineer exceptional service availability

0.6 Changes Expected

Changes

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1.0 Service Summary

1.1 General

- 1.1.1 The Engineer Service (ES) comprises an on-site replacement or repair service for broken or faulty Horizon equipment at Post Office Branches and other designated locations, for example; training centres, NBSC, Head Office locations, together with associated backup, support and administrative functions. The Horizon System Helpdesk (HSH) will attempt initial diagnosis of faults reported to it prior to initiating deployment of a Support Engineer.

1.2 Service Elements

- 1.2.1 On-site replacement of faulty equipment;
- 1.2.2 Repair and recycling of faulty equipment;
- 1.2.3 Hardware asset tracking;
- 1.2.4 Local Area Network support;
- 1.2.5 Portable Appliance Testing
- 1.2.6 Transaction recovery as a result of communications outages

2.0 Service Principles

2.1 General

- 2.1.1 Support Engineers will use reasonable endeavours to minimise disruption to the Post Office Branch
- 2.1.2 Support Engineers will be appropriately trained to carry out the service
- 2.1.3 Maintenance and repair of the elements of Horizon Service Infrastructure involving on-site attendance at Post Office Premises by Fujitsu Services' engineers shall not interfere unduly with the ability of a Branch to serve Customers, even where Branches have a single Counter Position and/or extremely limited physical space
- 2.1.4 If a maintenance or repair operation is predicted to take longer than twenty (20) minutes then Fujitsu Services shall replace the whole unit or module to minimise disruption at the counter

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- 2.1.5 Fujitsu Services shall carry out visits for maintenance or repair in line with the Service Levels described in Schedule 15. Optionally, a Branch Manager shall elect to defer a visit to a more convenient time. For example, in a larger Branch, if a fault occurs at the busiest time of day then Post Office may specify the start time from which Fujitsu Services may carry out the maintenance or repair. In these circumstances, the request for service shall be diagnosed fully but not carried out until the preferred appointment time. In this case the time in suspension shall not count towards downtime as defined in Schedule 15.
- 2.1.6 Incidents related to the Wide Area Network (WAN) once identified are managed by the Data Centre Operations Service as defined within the CCD entitled "*Data Centre Operations Service*" (CS/SER/007).

3.0 Service Definition

3.1 On-site replacement / repair of faulty equipment

- 3.1.1 Upon determining that a fault has occurred, the Post Office Branch will contact the HSH, providing as much detail concerning the nature of the fault as possible.
- 3.1.2 Where appropriate the HSH will complete diagnostic checks to attempt to resolve the fault prior to committing a Support Engineer to attend the Post Office Branch. The Post Office Branch will be asked to participate in this diagnostic check where possible.
- 3.1.3 If the fault cannot be cleared and service cannot be restored following the initial diagnostic checks, the HSH will obtain detail of the access times to the Post Office Branch, which are not necessarily linked to Post Office Branch opening times, and a visit by a Support Engineer will be scheduled in accordance with the severity of the incident (Priority A or Priority B) and the location of the Branch (Local, Intermediate or Remote). Definitions of Priority and Local, Intermediate or Remote locations are set out in Schedule 15.
- 3.1.4 Prior to their first visit to a Post Office Branch, Support Engineers will undergo security validation by Post Office
- 3.1.5 Support Engineers visiting Post Office Branches to repair faults will provide proof of identity to the Branch Manager or representative.
- 3.1.6 The Support Engineer will carry service exchange hardware components and will be appropriately trained in the fitting of such components.

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- 3.1.7 The Support Engineer will assess and seek to diagnose the Horizon equipment fault and where possible, will rectify the fault through simple adjustment, reconnection, cleaning or advice to Post Office Branch personnel.
- 3.1.8 Where there is a hardware fault involving a faulty component the Support Engineer will exchange that faulty component with a replacement.
- 3.1.9 The Support Engineer will ensure that the Horizon equipment is working correctly prior to leaving the Post Office Branch

3.2 Repair and recycling of faulty Equipment

- 3.2.1 Where faulty Horizon system hardware is replaced as part of the ES Fujitsu Services will, where economically viable, ensure that it is repaired and rendered fit for re-use in the Post Office estate.
- 3.2.2 Fujitsu Services reserves the right to inform Post Office where the equipment is determined to be beyond economic repair, and not to repair that equipment item or return it for re-use in the Post Office estate.
- 3.2.3 Each item of equipment returned for repair will be examined, and the fault determined. The fault will be repaired, and the equipment cleaned and tested, including a check for electrical safety.
- 3.2.4 Where base units have been replaced, Fujitsu Services will clean Horizon base units of all data and apply a new software build.
- 3.2.5 Fujitsu Services may, at its discretion, use a third party to complete the repair works, which may include, but is not limited to, the equipment manufacturer.

3.3 Hardware asset tracking

- 3.3.1 Fujitsu Services will ensure that all equipment residing in Post Office Branches and other sites owned or managed by Post Office will be recorded, by serial number, as whole units (a PC base unit is classed as one whole unit even though different components may be utilised for spares). Such whole units will include:
 - a. PC base units
 - b. Counter printers
 - c. Bar code readers
 - d. Back office printers
 - e. Keyboards
 - f. LAN hubs

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g. Pin pads

- 3.3.2 Fujitsu Services will record all serialised assets listed in paragraph 3.3.1 of this document and the exchange of serial numbers as a result of service visits.
- 3.3.3 Notwithstanding the above sections 3.3.1 to 3.3.2 inclusive, Fujitsu Services will exercise control over all equipment including component parts held by them on behalf of the Post Office, at a level appropriate for the ongoing provision of the Service.

3.4 Local Area Network support

- 3.4.1 Fujitsu Services will maintain the Horizon Service Infrastructure within the Post Office Branch including, LAN hubs, cabling and PC cross over leads.
- 3.4.2 Fujitsu Services may choose to sub contract the maintenance of the LAN cabling to a third party as appropriate.

3.5 Portable appliance testing

- 3.5.1 The service provides for one Portable Appliance Test (PAT) to include the inspection, test and labelling of each item of electrical equipment, in situ within each Post Office Branch over a period of 3 years commencing January 2004. To provide the service, Fujitsu Services will complete the following activities:
- a. Conduct a visual inspection of all Fujitsu Services installed equipment and mains cords within the Post Office Branch.
 - b. Test systems within the Post Office Branch using the appropriate tools and test equipment. The testing of each item shall be undertaken by application of the relevant test procedure.
 - c. The attachment of a colour coded sticky label to each item inspected and tested to indicate success (of the inspection and relevant test) or failure.
 - d. To replace faulty detachable mains cords, incorrect value fuses and damaged plugs.
 - e. To re-terminate plugs where necessary.
 - f. To render inoperative, any electrical item which fails the inspection and test and brings this to the attention of the customer and arranges for its replacement.
 - g. To record test results against a unique identifier for each item.
- 3.5.2 Once these activities have been completed, Fujitsu Services will provide the Branch Manager with the test results. Test results for each Post Office Branch will also be

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made available to Post Office within one month of the test being completed at that Post Office Branch and will be maintained in a Fujitsu Services database.

- 3.5.3 The service is delivered during normal office hours, however Fujitsu Services may agree to provide the service outside those hours on request. The schedule for safety test visits will be agreed in advance with Branch Managers and Post Office.
- 3.5.4 All remedial maintenance work carried out on site will comply with the standards prescribed and will ensure that the requirements of the Electricity At Work Regulations 1989 continue to be met upon return to service.
- 3.5.5 For the avoidance of doubt, PAT is not covered by any SLT described within section 5.1.1, nor shall PAT visits count to the monthly limit on engineer visits.

3.6 Transaction Recovery

- 3.6.1 When the ISDN line is not available at a Branch or a Fujitsu Services Support Engineer (or other suitably qualified person authorised by Fujitsu Services) will visit that Branch (a "Recovery Visit") and connect the working gateway PC with the data centre via an ISDN emulator, a Support Engineers laptop (configured to communicate with the data centre via PSTN), and the Branch's existing PSTN line.
- 3.6.2 Connection with a data centre will be achieved using the ISDN emulator in such a way that the Branch gateway PC communicates with that data centre as if it was using an ISDN line. Such connection shall be achieved using a free phone telephone number.
- 3.6.3 Once communication has been established between a Branch and a data centre (via ISDN emulator, laptop and PSTN line) normal two-way Riposte message replication will occur. This will result in both delivery of Transaction data to the data centre and delivery of Reference Data changes and OBCS Stop List changes to the Branch.
- 3.6.4 The connection between a Branch and the data centre using the ISDN emulator and its subsequent disconnection after successful transmission of messages to and from the data centre shall be carried out such that if the ISDN line is restored before Fujitsu Services arranges another Recovery Visit to that Branch (in accordance with paragraph 3.6.5 below) normal service to that Branch using the ISDN line will resume.
- 3.6.5 Connection between a Branch and a data centre via ISDN emulator, laptop and PSTN line (as described in paragraph 3.6.1 above) will only be applied if that Branch has a PSTN line and a standard telephone socket that the Support Engineer is allowed access to.

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- 3.6.6 Fujitsu Services shall use reasonable endeavours to arrange and undertake each Recovery Visit (in order to carry out the activities described in paragraphs 3.6.1 to 3.6.4) on or before the eighth working day that an ISDN line is not available, and at intervals of not more than two working days after until the ISDN circuit is restored. Each Recovery Visit shall be arranged by prior agreement with the Branch in question (which may be on the same day as such visit) to commence with the Post Office Core Day, or if three hours that Branch would normally be open for business extend beyond the Post Office Core Day, within that longer period or at such other time as Fujitsu Services and the Branch may agree. In making that arrangement with the Branch, if the Recovery Visit might reasonably be expected to extend beyond the time that Fujitsu Services is aware that Branch would normally close for business, Fujitsu Services shall inform that Branch. The period of access to a Branch for each Recovery Visit shall be that which is reasonably required for that visit to be successfully completed.
- 3.6.7 The Support Engineer will visit the Branch to ensure all transactions are collected and distributed to Post Office Clients by 'Day J' as referred to in the SLT's documented within section 5.1.1.
- 3.6.8 The detailed procedures for arranging and executing Recovery Visits are described in the CCD entitled "Process for Laptop Data Retrieval" (CS/PRD/105).
- 3.6.9 Fujitsu Services shall ensure that an appropriate solution to allow Recovery Visits in respect of ADSL connected Branches be developed by the date set out in row 28 of Schedule 12 for the implementation of ADSL in Branches. ADSL Recovery Visits shall be in accordance with the same procedures and criteria detailed in paragraphs 3.6.1 to 3.6.7.

4.0 Service Availability

The ES will be available between the hours of 08:00 to 18:30 Monday to Friday excluding all bank holidays, as applicable on a regional basis within the United Kingdom.

4.1 Exceptional Service Availability

- 4.1.1 Under exceptional circumstances, Post Office may request ES outside the hours stated in 4.0, to provide on site engineering support for Exhibitions, Displays or Conferences. Requests for such support must be made in writing to the Fujitsu Services Strategic Support Manager, or Fujitsu Services Infrastructure Services Manager, no less than seven days before the support is required.
- 4.1.2 Fujitsu Services will confirm the availability of Exceptional Availability ES to Post Office, where the service can be provided.

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- 4.1.3 Fujitsu Services will make reasonable endeavours to provide such cover by making available an engineer at the support location on a call-out basis, supported by appropriate hardware spares. Appropriate contact details and escalation routes will be provided on a case-by-case basis.
- 4.1.4 Where cover is required for an event where admission to the event is by security pass, Post Office must request additional ES cover with sufficient notice to obtain passes. Where there is a charge for the passes, Post Office must pay for two passes for the duration of the event, to provide sufficient contingency.
- 4.1.5 Where this service is provided, Post Office will pay an additional charge based on providing ES during this period. The charge will be calculated as follows:
- A Service Provision charge will be chargeable for each calendar day where cover is required for a period not exceeding eight hours within that calendar day. Where the period of cover exceeds eight hours in any one day, a further Service Provision charge will be chargeable on a pro-rata basis. The Service Provision charge will be equivalent to the Call-Out fee detailed in paragraph 8.5 of Schedule 10 to The Agreement.
- Additionally, where an engineer is required to attend site, an hourly Outside Core Day charge will be levied for the engineer time incurred traveling and attending site. Where the cover is provided wholly or partly over a Public Holiday period, the Public Holiday engineer and call-out rates stated within paragraph 8.5 of Schedule 10 will apply during that period.

5.0 Service Targets & Limits

5.1 Targets

- 5.1.1 Schedule 15 includes SLT's within the following areas against this service:
- Call to Fix: Priority A – Local, Intermediate & Remote
 - Call to Fix: Priority B – Local, Intermediate & Remote
 - Average Downtime
 - Engineer visits completed within 20 minutes

5.2 Limits

- 5.2.1 Visit volumetric limits are detailed within Schedule 15, Annex 5

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- 5.2.2 Should any item of hardware within the Horizon Service Infrastructure within Branches or other designated sites reach a decrease in the Mean Time Between Failure (MTBF) of 20% against the MTBF quoted for December 2002, (as documented within the CCD entitled “*Calculating Mean Time Between Failure*” (CS/PRO/149)), Fujitsu Services shall be relieved from any applicable SLT failures to the extent that such failures are caused by the failure of that piece of hardware and the engineer visit limits referenced in paragraph. 5.2.1 above have been exceeded.
- 5.2.3 Should any item of hardware within the Horizon Service Infrastructure within Branches or other designated sites reach a decrease in the Mean Time Between Failure (MTBF) of 30% against the MTBF quoted for December 2002, Post Office shall replace that piece of hardware or pay to Fujitsu Services the increased cost of support incurred by Fujitsu Services.
- 5.2.4 Ongoing calculation of MTBF rates will be against a rolling twelve months average.
- 5.2.5 As an exception, MTBF measurement for Pinpads, will begin in April 2004. The applicable baseline shall be the average for the previous 12 months.

6.0 Service Dependencies & Post Office Responsibilities

6.1 Dependencies

- 6.1.1 In respect of each fault the ES will be initiated by a call made by the HSH Customers and internally within Fujitsu Services, to the HSH.

6.2 Post Office responsibilities

- 6.2.1 The Support Engineer will have access to the Post Office branch, within the agreed access times under paragraph 3.1.2 above.