FUJITSU

Application Support Service (Fourth Line): Service Description

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

POST OFFICE ™

Document Title:	Application Support Service (Fourth Line): Service Description
Document Reference:	SVM/SDM/SD/0005
Release:	Not Applicable
Abstract:	Service description of the Application Support Service (Fourth Line) provided under contract to Post Office
Document Status:	APPROVED
Author & Dept:	Phil Boardman Fujitsu Service Architect; Matthew Lenton Fujitsu Document Manager
External Distribution:	As reviewer and approver lists.
Information Classification:	See section 0.8 for details.

Approval Authorities:

Name	Role	Signature	Date
Dionne Harvey	Post Office: Head of IT Contract Management	See Dimensions for record	
Steve Bansal	Fujitsu Services: Senior Service Delivery Manager	See Dimensions for record	

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0 Document Control

0.1 Table of Contents

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change – CCN Reference
1.0	24/08/06	Agreed	
1.1	15/08/08	Revisions made as a result of personnel changes	
2.0	27/01/09	Document Approved	
2.1	7/10/09	Updated to include off shore 4th line service	
3.0	29/10/2009	Document Approved (went to review instead)	
3.1	11/01/2010	Updates following review	
3.2	15/06/2010	Updates following review	
3.3	24/08/2010	Updates following review	
4.0	24/08/2010	Approval version	
4.1	25/10/2010	Updated to include POLSAP	CCN1270
4.2	09/11/2010	Updated to remove all HNG-X rollout & pre-rollout requirements	
4.3	11/03/2013	Updates following regular review	
4.4	22/03/2013	Updated following comments from commercial manager	CCN1332a
5.0	13-Sep-2013	Approval version	
5.1	25-Feb-2014	TSS CCN (1400) requires that we remove all scope relating to the POLSAP Services as a new document SVM/SDM/SD/2306 covers it.	CCN1400
5.2	13-Mar-2014	Summary of changes in 5.1 added above.	CCN1400
6.0	13-Mar-2014	Approval version	CCN1400
6.1	10-July_2014	Removal of references to Service Desk and other surplus text	CCN1409
6.2	01-Oct-2014	Minor revisions following internal review: remove Accuracy Statement and Service Desk SD reference; add CCN ref.	CCN1409
7.0	29-Nov-2016	Approval version	
7.1	03-Aug-2021	Amend 1.1(b), add sentence "The investigation and resolution of new Incidents…"	CCN1623b
		Amend 1.1(b) and 2.1.1(f), add words "or Post Office Cloud".	CCN1678
		Amend 2.1.1(f) to correct erroneous reference, from SVM/SDM/OLA/0017 to SVM/SDM/PRO/0875.	Not subject to a CCN
7.2	20-Sep-2021	Delete "and" from 1.1(b); delete sentence referring to Fujitsu internal "support guide" from 2.1.1(f) (as agreed with POL during document review).	Not subject to a CCN
8.0	22-Nov-2021	Approval version	

0.3 Review Details

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Review Comments by:	
Review Comments to:	matthew.lenton[GRO]n & PostOfficeAccountDocumentManagement[GRO]

Mandatory Review	
Role	**Name**
Post Office Ltd: Head of IT Contract Management	Dionne Harvey
Fujitsu: Senior Commercial Manager	Helen Venters
Fujitsu: Service Architect	Phil Boardman
Fujitsu: POA UK Application Delivery Lead	Tariq Arain

Optional Review	
Role	**Name**
Post Office Ltd: Head of IT Service	Martin Godbold <martin.godbold[GRO]k>
Fujitsu Commercial Manager	Post Office Account Commercial Mailbox
Fujitsu: Senior Service Delivery Manager	Steve Bansal
Fujitsu: Service Architecture Manager	Alex Kemp
Fujitsu: Head of POA SSC	Adam Woodley; SSC Duty Manager
Fujitsu: Head of Application Lifecycle Delivery	Graham Allen
Fujitsu: POA Document Manager	Matthew Lenton

(*) = Reviewers that returned comments

Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	**Name**

0.4 Associated Documents (Internal & External)

References should normally refer to the latest approved version in Dimensions; only refer to a specific version if necessary.

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	See note above		POA Generic Document Template	Dimensions
PGM/DCM/ION/0001 (DO NOT REMOVE)			POA Document Reviewers/Approvers Role Matrix	Dimensions
CON/MGM/005 (BP/DOC/021)			Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement	PVCS
PGM/DCM/PRO/0001			HNG-X Document Control Process	Dimensions

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SVM/SDM/SD/0004			Third Line Support Service: Service Description	Dimensions
SVM/SDM/SD/0006			Systems Management Service: Service Description	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SIP/0001			HNG-X Business Continuity Framework	Dimensions

0.5   Abbreviations

Abbreviation	Definition

0.6   Glossary

Term	Definition
Release Authorisation Process	means the process defined in Annex A (Release Management Service) of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*

0.7   Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.

0.8   Information Classification

The author has assessed the information in this document for risk of disclosure and has assigned an information classification of FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE).

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1 Service Summary

1.1 The Application Support Service (Fourth Line) provides:

The Application Support Service (Fourth Line) provides:

(a) application support in terms of Software fixes to the Business Capabilities and Support Facilities using appropriately trained operational staff;

(b) investigation and resolution of new Software Incidents within the Branch Infrastructure, HNG-X Central Infrastructure or Post Office Cloud environments which cannot be otherwise resolved either due to technical or resource limitations by the Third Line Support Service. The investigation and resolution of new Incidents related to Software within the Branch Infrastructure will include any Incidents identified as HNG-A Application related, but not those Incidents caused by any software provided by Post Office or its third parties (e.g. operating system, anti-virus or driver software) and which is run on Replaced Branch Infrastructure.

2 HNG-X

2.1 Service Definition

2.1.1 Software Support

The Application Support Service (Fourth Line) will provide Software support by:

(a) receiving from the Third Line Support Service, Software related Incidents which cannot be resolved by the Third Line Support Service. Such Incidents will have been originally logged by the Service Desk following a call from a Branch, or having been logged by the Systems Management Service, the Central Network Service or the Data Centre Operations Service;

(b) identifying a "known error" following receipt of the Incident from the Third Line Support Service, where this information will be communicated to the Third Line Support Service and the appropriate Known Error Log (KEL) will be updated and the information disseminated to the Service Desk to enable the resolution of similar Incidents;

(c) ensuring the internal Fujitsu Services Incident management systems are updated with the Incident resolution details prior to return to the Third Line Support Service together with the method of recreation of the problem;

(d) ensuring that the Third Line Support Service is made aware of the symptoms which generate an Incident. This will be documented by the Application Support Service (Fourth Line) and be available to both the Service Desk and the Systems Management Service;

(e) ensuring that any resolutions or workarounds which are returned to the Third Line Support Service have been tested (including regression testing) and have been correctly authorised in accordance with the Release Authorisation Process;

(f) providing the Third Line Support Service with documentation and source code relating to new Releases in sufficient time to enable the Third Line Support Service to become familiar with the new product or service prior to its Release into the Branch Infrastructure or HNG-X Central Infrastructure or Post Office Cloud environments;

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(g) liaising with Fujitsu Services' subcontractors / suppliers, or Post Office's suppliers, if the Parties consider it is appropriate, as and when an additional level of Software support is required;

(h) delivering secure coding training on an annual basis;

(i) maintaining the secure guidelines on an annual basis; and

(j) maintaining the secure coding template on an annual basis.

2.2 Service Availability

The Application Support Service (Fourth Line) is not directly available to Post Office. It is a service internal to Fujitsu Services and is available between 09:00hrs to 17:30hrs Monday to Friday. The Application Support Service (Fourth Line) will provide an out of hours service when requested provided notification is given in advance ,the service out of hours will be on a reasonable endeavours basis.

2.3 Service Levels and Remedies

2.3.1 General Principles

This section is not applicable to the Application Support Service (Fourth Line).

2.3.2 Service Level Relief

This section is not applicable to the Application Support Service (Fourth Line).

2.3.3 Rectification Plan

This section is not applicable to the Application Support Service (Fourth Line).

2.3.4 Service Levels for which Liquidated Damages Apply

There are no specific SLTs for which liquidated damages apply that are linked directly with the Application Support Service (Fourth Line).

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

There are no specific SLTs for which liquidated damages apply that are linked directly with the Application Support Service (Fourth Line).

2.3.6 Operational Level Targets

There are no OLTs associated with the Application Support Service (Fourth Line).

2.3.7 Performance Metrics

There are no performance metrics associated with the Application Support Service (Fourth Line).

2.3.8 Design Targets

There are no design targets associated with the Application Support Service (Fourth Line).

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2.4 Service Limits and Volumetrics

There are no service limits and volumetrics associated with the Application Support Service (Fourth Line).

2.5 Assets and Licences

2.5.1 Assets

There are no assets associated with the Application Support Service (Fourth Line).

2.5.2 Licences

There are licenses associated with the Application Support Service (Fourth Line) e.g. ConnectDirect, JScape, etc. These will be renewed as required by the Service Delivery Manager.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

There are no Operational Variable Charges applicable to the Application Support Service (Fourth Line).

2.6.3 Additional Operational Variable Charges

There are no additional Operational Variable Charges applicable to the Application Support Service (Fourth Line).

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 Application Support Service (Fourth Line) and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with the other Operational Services as at the Amendment Date, as follows:

2.7.1 Third Line Support Service

The Third Line Support Service works closely with the Applications Support Service (Fourth Line) to provide bug fixes to enable the resolution of Software Incidents.

2.8 Post Office Dependencies and Responsibilities

Except for the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, there are no Post Office dependencies and responsibilities associated with the Application Support Service (Fourth Line).

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2.9 Business Continuity

2.9.1 Fujitsu Services Responsibility

Fujitsu Services is responsible for maintaining business continuity arrangements for the Application Support Service (Fourth Line) and sharing this information with Post Office, as requested.

2.9.2 Major Business Continuity Incident (MBCI) management process

Fujitsu Services and Post Office Business Continuity Managers, will agree a plan of action in accordance with the Major Business Continuity Incident (MBCI) management process as set out in the Working Document entitled: *"Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement" (CON/MGM/005).*

2.10 Documentation Set Supporting the Service

See the associated documents set out at section 0.4 of this Application Support Service (Fourth Line) Service Description.

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