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CH Framework Agreement
Schedule 3.4 (Reports)

Crown Hosting Framework Agreement

Schedule 3.4

Reports

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1. Service Reports

- 1.1 Within three (3) months of the Framework Effective Date the Supplier shall provide to the Customers (if any) and the Framework Authority for their approval a pro-forma of each of the Service Reports associated with the Services and listed in Part 1 of Annex 1.
- 1.2 The Supplier shall provide the following details in respect of each Service Report identified in Part 1 of Annex 1:
- (a) the title of the Service Report;
 - (b) the content of the Service Report, which shall contain at least the detail as required in this Schedule;
 - (c) to whom the Service Report will be provided; and
 - (d) the frequency of provision of the Service Report.
- 1.3 If the Customers and/or the Framework Authority reject all or any of the pro-forma Service Reports, the Framework Authority and/or Customers shall notify the Supplier and provide the Supplier with the reason for the rejection and their proposal for amending the relevant Service Reports. The Supplier shall take into account the proposed amendments by the Customers and/or the Framework Authority and shall submit a revised version of the relevant Service Reports to the Customers and the Framework Authority for approval within five (5) days of receipt of notice in accordance with this paragraph 1.3. The Parties shall repeat the process set out in this paragraph until all of the pro-forma Service Reports been approved in writing by each Customer and the Framework Authority.
- 1.4 Part 1 of Annex 1 provides a summary of the Service Reports and their minimum content requirements.
- 1.5 At no additional cost, the Supplier shall supply the Customer(s) and/or the Framework Authority (as required by paragraph 1.2(c)) with the Service Reports in accordance with the frequency agreed in paragraph 1.2(d).
- 1.6 Any Dispute in connection with the preparation and/or approval of the list of Service Reports shall be resolved in accordance with the Dispute Resolution Procedure.
- 1.7 The reporting requirements set out in this Schedule are in addition to the requirements for Service Level Reports detailed in Schedule 3.3 (Service Levels).
- 1.8 The Supplier shall deploy a DCIM real-time reporting tool which shall enable real-time reporting of the information contained, or to be contained, within the Service Reports. If requested by a Customer, the Supplier shall provide real time information by email.

2. Other Reports

- 2.1 At no additional cost, the Supplier shall provide the reports outlined in Part 2 of Annex 1 at the frequency and to the recipients listed in Part 2 of Annex 1.

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Annex 1

Part 1 - Service Reports

Title of Service Report	Content	Frequency of provision	To whom Service Report is provided
Capacity / Assets	<ul style="list-style-type: none"> Floorspace: used, available Rackspace: used, available Power: allocated, available, stranded 	Monthly	Aggregated report to the Framework Authority via the Contract & Operations Board and Customer specific report to be provided to each Customer
Service Request Matrix	The content set out in paragraph 3 of Schedule 3.3 (Service Request Procedure) of the Standard Terms	Monthly	Aggregated report to the Framework Authority via the Contract & Operations Board and Customer specific report to be provided to each Customer
Change Management	<ul style="list-style-type: none"> Changes completed in previous month (including impact levels) Changes scheduled for following month (including impact levels) for current Customers Conflicts, including asset, connectivity, power and environmental 	Monthly	Aggregated report to the Framework Authority via the Contract & Operations Board and Customer specific report to be provided to each Customer
Events Dashboard (active)	<ul style="list-style-type: none"> What is/are the current health status of each data centre/hall What are the current and historical alarms Are there any patterns developing 	Monthly	Aggregated report to the Framework Authority via the Contract & Operations Board and Customer specific report to be provided to each Customer

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Impact Analysis	<ul style="list-style-type: none"> • Changes to power usage • Changes to electricity pricing • Changes to temperature profile • Changes to delivery profile to include new customers 	Monthly	Aggregated report to the Framework Authority via the Contract & Operations Board and Customer specific report to be provided to each Customer
Service Level Report	The content set out in paragraph 8 of Schedule 3.3 (Service Levels) to the Framework Agreement	Monthly	Aggregated report to the Framework Agreement and Customer specific report to be provided to each Customer
Service Credits Report	The content set out in paragraph 5.2 of Schedule 3.3 (Service Levels) to the Framework Agreement	Monthly	Specific report to be provided to each Customer
DatacentreCo Capability Report	The content set out in paragraph 4 of Schedule 6.8 (Capacity Management Procedure) to the Framework Agreement	Quarterly	Framework Authority
DatacentreCo Demand Forecast	The content set out in paragraph 2 of Schedule 6.8 (Capacity Management Procedure) to the Framework Agreement	Quarterly	Framework Authority
Service Improvement Report	The content set out in clause 6.1 of the Framework Agreement	Annually	Framework Authority
Data Centre Information Management Report	Operational information from the management and control systems within the Data Centres and Data Hall(s)	Quarterly	Framework Authority
M&E Capacity Monitoring and Utilisation Report	<ul style="list-style-type: none"> • Monitoring of all Critical Infrastructure Services, including capacity usage and availability • M&E available capacity and demand 	Quarterly	Framework Authority

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Environmental Report	The outcome of external site checks including any issues and agreed actions	Quarterly	Framework Authority
Change Management Report	Report on any changes and projects that directly relate to or impact on the Services	When applicable	Aggregated report to the Framework Authority via the Contract & Operations Board and Customer specific report to be provided to each Customer
Site Operation Quality Audit Review	Report on the findings of all quality reviews and statutory audits of site operational policies, codes of conduct and standards	When applicable	Framework Authority
Data Centre Infrastructure Report	Report on the specific Customer cabinet locations, rack layouts and patching schedules for Supplier provisioned structured cabling at each Data Centre.	When applicable	Specific report to be provided to each Customer

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Part 2 - Other Reports

Title of Report	Content	Frequency of provision	To whom Report is provided
Contract Inception Report	The initial financial model agreed by the Supplier and the Framework Authority on or before the Framework Effective Date	N/A	Framework Authority
Standards Compliance Report	The content set out in paragraph 2.2 of Schedule 3.5 (Standards) to the Framework Agreement	Within 60 Working Days of the Framework Effective Date	Framework Authority
Annual Contract Report	The content set out in paragraph 1 of Part B of Schedule 5.3 (Financial Reports and Audit Rights) to the Framework Agreement	Within one month of the end of the Contract Year to which the report relates	Framework Authority
Contract Amendment Report	The content set out in paragraph 1 of Part B of Schedule 5.3 (Financial Reports and Audit Rights) to the Framework Agreement	Within one month of a material Change being agreed between the Supplier and the Framework Authority or any Customer	Framework Authority

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Resource Sharing Reporting	Report where a third party supplier's resources may be shared for the benefit of the Framework Authority or Customer(s) as applicable	When applicable	Framework Authority and/or Customer(s) (as applicable)
Statement of Internal Control	The content set out in paragraph 3 of Part A of Schedule 5.3 (Financial Reports and Audit Rights) to the Framework Agreement	Each anniversary of the Framework Effective Date	Framework Authority