FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 2 - CONTROL FRAMEWORK – MAINTENANCE

ANNEX B - CONTROL FRAMEWORK

Please note:

- The Column headed KPI/SPI identifies only those SRs that are measured as KPIs. All other SRs are SPIs
- Where the Target Performance Level cell against individual SPIs is empty, these should be read as requiring 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

ID	OUTPUT AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
Assurance Rolling Review Programme							
B1	Assurance Rolling Review Programme	1.1 Within 30 Working Days of the Effective Date and by 31 March of each year thereafter, establish an 'Assurance Rolling Review Programme' for the following financial year by agreeing at least 30 Process Reviews with the Authority (DBS MilPers MilOps PCMT Mgr). 1.2 Maintain the 'Assurance Rolling Review Programme' throughout the financial year or at the reasonable discretion of the Authority (DBS MilPers MilOps PCMT Mgr)). 1.3 Provide monthly updates to the Authority (DBS MilPers MilOps PCMT Mgr) of the progress of the 'Assurance Rolling Review Programme'.		1 per year Containing a minimum of 30 Process Reviews		• On average a typical Process Review can take between 12-16 standard working weeks of effect to successfully complete. • PCMT Hierarchy indicates the current known processes. • Desk Instruction (DI) PCMT_DI_073 provides detail of how the PCMT 'Assurance Rolling Review Programme' is created. • Individual processes are identified and named by an acronym. Positioning Paper 1 (detailing current processes (JPA/AFPS) and possible new processes (WPS/AFCS) which are in scope) is in the Data Room.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.4 Rolling Review Programme [B1]
Process Reviews							
B2	Process Reviews	2.1 For each Process Review detailed in the 'Assurance Rolling Review Programme', provide a Scoping Document to the Authority (DBS MilPers MilOps PCMT Reviewer) by the agreed date as detailed in the 'Assurance Rolling Review Programme' in accordance with: (a) PCMT004CF (PCMT Scoping Overview; and) (b) PCMTDI010 (Complete PCMT004 Scoping Overview). 2.2 The Scoping Document is subject to ongoing review and updates at the reasonable discretion of the Authority).				• It is accepted that the scope can / will evolve during a review while the process is fully investigated. • On completion of the review the Scope will cover everything that has been captured within the Process Map(s).	Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.1 - 14.5.4
B3	Process Reviews	3.1 For each Process Review detailed in the 'Assurance Rolling Review Programme', provide a Process Map(s) by the mutually agreed date indicated in the 'Assurance Rolling Review Programme' that accurately reflects the processes as set out in the Scoping Document in accordance with the latest version of the 'PCMT Control Modelling Standards' to the Authority (DBS MilPers MilOps PCMT Reviewer).				• Process Maps must cover all the end-to-end activities within the Process Review. The Contractor is responsible for sourcing all required information to inform the Process Review. • See list of current DIs.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.1 - 14.5.4

ID	OUTPUT AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
B4	Process Reviews	4.1 Provide the Authority (DBS MilPers MilOps PCMT Reviewer) with all Contractor DIs that are relevant to each Contractor Process Review detailed in the 'Assurance Rolling Review Programme'.		For each Process Review detailed in the 'Assurance Rolling Review Programme'		• DIs detail the activities and responsibilities within each process for each Team identified throughout the end-to-end process.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.1 - 14.5.4
B5	Process Reviews	5.1 For each Process Review identified within the 'Assurance Rolling Review Programme', provide a 'Control Register' (in accordance with latest version of the 'PCMT Control Register Standards') to the Authority (DBS MilPers MilOps PCMT Reviewer) by the mutually agreed date indicated in the 'Assurance Rolling Review Programme'.		For each Process Review detailed in the 'Assurance Rolling Review Programme'		• Current DIs are in place for MooD Business Architect users. • See list of current DIs.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.1 - 14.5.4
B6	Process Reviews	6.1 On completion of each Process Review identified within the 'Assurance Rolling Review Programme', provide the Authority (DBS MilPers MilOps PCMT Reviewer) with a signed 'Assurance Certificate' by the mutually agreed date indicated in the 'Assurance Rolling Review Programme' using PCMT005CF (Process Assurance Certificate (Contractor)).		For each Process Review detailed in the 'Assurance Rolling Review Programme'			Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.5
B7	Process Reviews	7.1 Within 10 Working Days of providing the Assurance Certificate to the Authority, provide a PCMT017CF form to the Authority (DBS MilPers MilOps PCMT D2) which must detail all the information required to support the maintenance of the PCMT Hierarchy.		For each Process Review detailed in the 'Assurance Rolling Review Programme' 1 PCMT017CF for each Process Review detailed in the 'Assurance Rolling Review Programme'		• The PCMT Hierarchy is currently published on DefenceNet. • See list of current DIs.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.5
B8	Process Reviews	8.1 If Process Review documentation is identified by the Authority as incorrect, provide the Authority (DBS MilPers MilOps PCMT Reviewer) with corrected Process Review documentation within the following timescales: (a) for minor errors (as reasonably categorised by the Authority), within					Schedule 4.1 - Common Technical and Enabling Services Section: 14.5 Process Reviews [B2-B8] Paragraph: 14.5.3

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		10 Working Days from notification from the Authority; and (b) for major errors (as reasonably categorised by the Authority), within 30 Working Days from notification by the Authority.					
Issue and Risk Mitigation Management							
B9	Governance of Issue and Risk Mitigation Management	9.1 For all entries on the Centralised Issues Register (CIR) detailing Process Reviews undertaken by the Contractor which are marked as being "Treated", perform updates and/or mitigation to resolve the relevant Process Review in accordance with the 'PCMT Control Register Standards'. 9.2 On resolution of any Process Reviews marked as being "Treated", notify the Authority (DBS MilPers MilOps PCMT D2) and provide supporting evidence (to the Authority's reasonable satisfaction) of resolution within 30 Working Days of the entry onto the CIR.		For each entry identified on the CIR for Process Reviews undertaken by the Contractor		• See list of current DIs.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.6 Issue and Risk Mitigation Management [B9]
MooD Database / Data Accuracy (If MooD is to be used by the Contractor)							
B10	MooD Database / Data Accuracy (If MooD is to be used by the Contractor)	10.1 Use MooD Business Architect application/SQL database in accordance with any applicable DIs or, if the Contractor uses an alternative application, ensure that data can be fully imported into MooD Business Architect application / SQL database.				• See current DIs in respect of the use of MooD.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.7 MooD Database/Data Accuracy [B10-B11] Paragraph: 14.7.1
B11	MooD Database / Data Accuracy (If MooD is to be used by the Contractor)	11.1 Ensure that any inaccuracies as notified by the Authority (DBS MilPers MilOps PCMT) within the MooD Database / Data are corrected as soon as reasonably practicable and, at the latest, within 10 Working Days of notification.		For each named MooD user		• The MooD Inconsistency Report(s) will list by MooD user all 'hanging' transactions - issued monthly. • The MooD Inconsistency Report(s) will detail suggested actions to be taken for each report - issued monthly. • The report on inaccuracies will include any spelling mistakes and/or terms no longer valid. • This reporting requirement is essential to maintain the integrity of the data and the stability of the MooD Business Architect tool. • MooD is the current MoD preferred software tool / SQL database used by the Authority (DBS MilPers MilOps PCMT) This is an ISS Managed Service on behalf of the MOD. (The assumption is that the new Contractor will use this tool from	Schedule 4.1 - Common Technical and Enabling Services Section: 14.7 MooD Database/Data Accuracy [B10-B11] Paragraph: 14.7.2

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						commencement of the contract. If the Contractor chooses to use another application it must be compatible with the current MooD software used by the Authority (DBS MilPers MilOps PCMT)).	
B12	MooD Database / Data Accuracy (If MooD is to be used by the Contractor)	12.1 Immediately report to the ISS and the Authority (DBS MilPers MilOps PMCT Dep Mgr1) of any Incidents in relation to the use of the MooD Business Architect application (or, if the Contractor uses an alternative application, with the importability into the MooD Business Architect application).		For each MooD application / software issue or incident encountered		• The reporting obligation is to ensure that all users cease working in MooD until issues / incidents are resolved to limit loss or corruption of data • On clarification that the Contractor will be using the MooD ISS Managed Service details will be supplied by the Authority (DBS MilPers MilOps PCMT Dep Mgr1).	Schedule 4.1 - Common Technical and Enabling Services Section: 14.8 PCMT Hierarchy Maintenance [B12]
PCMT Hierarchy - Maintenance							
B13	PCMT Hierarchy - Maintenance	13.1 For each new process identified by the Contractor, provide the Authority (DBS MilPers MilOps PCMT D2) with details of that process in accordance with: (a) PCMT017CF (Notification of Amendments to Process Controls Management Hierarchy); and (b) PCMT DI 009 (Notify Change to PCMT Hierarchy). 13.2 Provide PCMT017CF within 30 Working Days of agreement of the new process with the Authority (DBS MilPers MilOps PCMT Mgr).		For each new process identified		• New process(es) can be identified by both the Authority (DBS MilPers MilOps PCMT) and the Contractor. • For each process that is in existence but is not detailed on the PCMT Hierarchy. • Each process can be merged or split to create new processes. • Existing process(es) may require a new name / TLA. • Please see Positioning Paper 2 (for drivers over the next 3-5 years - FES, NJO, etc.) for context on requirement.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.9 Managing Change [B13]
Managing Change							
B14	Managing Change	14.1 Maintain the PCMT017CF document (Notification of Amendments to Process Controls Management Hierarchy) and if applicable, the Process Map(s) and 'Control Register' (in accordance with the 'PCMT Control Modelling Standards' and the 'PCMT Control Register Standards') to reflect any changes to the processes that have been reviewed by the Contractor or as part of the 'Assurance Rolling Review Programme'. 14.2 Within 30 calendar days of each change to a process (unless otherwise agreed with the Authority), submit to the Authority (DBS MilPers MilOps PCMT Mgr) PCMT002CF (Notify change to Supplier PCM materials) and, if applicable, the amended Process Map(s), 'Control Registers', and the PCMT017CF document (Notification of Amendments to Process Controls Management Hierarchy).		One PCMT002CF per change Any Process Map(s) amended as a result of change One Control Register per process One PCMT017CF per change		• Process Map(s) and Control Registers are currently updated using MooD Business Architect application / SQL database which can be accessed via URL. This is an ISS Managed Service on behalf of the MOD. (Note: The assumption is that the new Contractor will use this tool from commencement of the contract). If the Contractor chooses to use another application it must be compatible with the current MooD software used by the Authority (DBS MilPers MilOps PCMT). • See list of current DIs.	Schedule 4.1 - Common Technical and Enabling Services Section: 14.10 New Business Process Guide Analysis [B14,B15] Paragraph: 14.10.1

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New Business Process Guide Analysis							
B15	New Business Process Guide Analysis	15.1 In accordance with the 'PCMT JPA Testing Programme' (as amended by the Authority from time to time) or on written request from the Authority, test each 'JPA User Guide' detailed for accuracy and consistency with the BPGs and SSUGs by simulating such 'JPA User Guide' within a testing environment. 15.2 Report the result of the testing to the Authority (DBS MilPers FutDev personnel identified in the 'JPA User Guide') by the mutually agreed date indicated in the 'Assurance Rolling Review Programme', detailing the outcome of each test and highlighting any errors and/or inconsistencies identified. 15.3 Testing is to be conducted until final acceptance by relevant process owner within DBS MilPers FutDev as referenced in each User Guide.	15.4 Acceptance by DBS (MilPers FutDev) process owner as referenced in each User Guide	For each JPA User Guide detailed in the PCMT JPA Testing Programme		• JPA User Guides consist of Business Process Guides (BPGs) and Self Service User Guides (SSUGs). • Testing is performed by simulating the new or amended JPA User Guide(s) within the JPA environment provided by the Authority (DBS MilPers-FutDev-C&I-TrgMgr). • The number of JPA User Guide(s) to be tested is dependent on the number of accepted JPA process changes agreed in each JPA Change Release Programme (on average there are 2 to 3 Change Release Programmes per year) and on acceptance of any JPA process changes agreed as ad hoc change (Ad Hoc change is any change outside a Change Release programme).	Schedule 4.1 - Common Technical and Enabling Services Section: 14.10 New Business Process Guide Analysis [B14,B15] Paragraph: 14.10.1
B16	New Business Process Guide Analysis	16.1 Following the acceptance of the tested 'JPA User Guide', provide to the Authority (DBS MilPers MilOps DBS PCMT Mgr) a Process Map(s) or update an existing Process Map(s) by the mutually agreed date indicated in the 'Assurance Rolling Review Programme' that adheres to the latest version of the 'PCMT Control Modelling Standards' for each category of process detailed in the 'PCMT JPA Testing Programme' (as amended by the Authority from time to time).		For each JPA User Guide detailed in the PCMT JPA Testing Programme			Schedule 4.1 - Common Technical and Enabling Services Section: 14.10 New Business Process Guide Analysis [B14,B15] Paragraph: 14.10.1