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**PSN CONNECTIVITY**

**APPENDIX 3**

**SERVICE REQUIREMENTS, CONTRACTOR SERVICE DESCRIPTIONS AND CUSTOMER  
AUTHORITY RESPONSIBILITIES**

**This Appendix 3 consists of a Part A and a Part B. Part A contains the Service Requirements of the Customer Authority and Part B contains the Contractor Service Descriptions.**

**1. PART A: SERVICE REQUIREMENTS**

**Introduction**

- 1.1. This Part A of Appendix 3 contains the Customer Authorities Service Requirements of Schedule 2 (Service Requirements and Contractor Service Descriptions) of the Framework Agreement.
- 1.2. The Service Requirements under Part A of this Appendix 3 are made up of three categories as follows:
  - 1.2.1. Category 1 – General Requirements;
  - 1.2.2. Category 2 – Operational / Technical Requirements; and
  - 1.2.3. Category 3 – Agency Management Requirements.
- 1.3. Scope of the Services
  - 1.3.1. Unless different Operational Service Commencement Dates are expressly identified in the Implementation Plan for any applicable parts of the Services, commencing on the Effective Date the Contractor shall fulfil the following services, functions, responsibilities, requirements and deliverables (as the same may evolve during the Term including adding, removing, supplementing, enhancing, modifying and/or replacing any services and/or activities or deliverables in accordance with this Agreement or as otherwise approved in writing by the Customer Authority in accordance with the Change Control Procedures, from time to time):
    - 1.3.1.1. the services, functions, responsibilities, requirements and deliverables that the Contractor is required to carry out as specified in Part A (Service Requirements) of this Appendix 3 and the relevant Schedules and Appendices of the Agreement;

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1.3.1.2. any incidental services, functions, responsibilities, requirements and deliverables not specified in the Agreement as within the scope of Contractor's responsibilities but that are reasonably and necessarily required for, or related to, the proper and timely performance and provision of the services, functions, responsibilities, requirements and/or deliverables set out Paragraph 1.3.1.1 above;

1.3.1.3. any services, functions, requirements, responsibilities and/or deliverables agreed pursuant to Schedule 6.2 (Change Control Procedure);

1.3.1.4. subject to Paragraph 1.4 below, the services, functions, responsibilities, requirements and deliverables that the Contractor shall carry out as specified in Part B (Contractor Service Descriptions) of this Appendix 3, Appendix 6 (Security Plan), Appendix 8 (Outline Implementation Plan), and Appendix 13 (BCDR Plan); and

1.3.1.5. in relation to the Legacy Services, any services, functions, requirements, responsibilities and/or deliverables described in clause 3.5 of the Call-Off Terms (as inserted by Paragraph 5 of Appendix 15 (Special Terms) and, in relation to the As-Is Services, any services, functions, requirements, responsibilities and/or deliverables described in Annex 2 of Appendix 15 (Special Terms) in respect of the As-Is Services.

(together, the "**Services**").

1.4. If there is any conflict between the scope of the services, functions, responsibilities, requirements and deliverables under: (i) Paragraphs 1.3.1.1 and 1.3.1.2 above; and (ii) Paragraph 1.3.1.4 above, the provisions of Paragraphs 1.3.1.1 and 1.3.1.2 above shall apply and prevail.

1.5. The Contractor shall meet and fulfil all of the Services Requirements in this Part A (and the Contractor confirms that the Contractor Solution set out in Part B of this Appendix 3 meets and fulfils all of the Services Requirements in this Part A), as the same may evolve during the Term and as they may be supplemented, enhanced, modified or replaced in accordance with this Call-Off Contract, but excluding any services, responsibilities or functions that are expressly identified in the Call-Off Form as the Customer Authority's responsibility or a third party's responsibility.

1.6. If there is any conflict between the provisions of Part A of this Appendix 3 and the provisions of Part B of this Appendix 3, the provisions of Part A of this Appendix 3 shall prevail.

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1.7. In accordance with Clause 1.7 of the Call-Off Terms and Paragraph 9 of Appendix 2 of the Call-Off Form, the Customer has appointed the Agency Manager from the Effective Date to act in pursuance of the Customer Authority's rights and to perform the Customer Authority's obligations or functions under this Agreement. The Contractor shall follow the instructions of the Agency Manager in accordance with Clause 1.7 of the Call-Off Terms.

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**CATEGORY 1 - GENERAL REQUIREMENTS**

#	Requirement
PSN-C/R/GEN/001	The Contractor shall deliver all Services in accordance with the terms of the Agreement, including the Standards.
PSN-C/R/GEN/002	The Contractor shall, wherever possible, use Standards-based solutions. This shall apply to technical solutions as well as management and operational interactions between the Contractor and the Agency Manager (e.g., operating models based on COBIT (Control Objectives for Information and Related Technology), TOGAF (The Open Group Architecture Framework), and ITIL (Information Technology Infrastructure Library)).
PSN-C/R/GEN/003	To ensure that maximum process efficiency and data quality are obtained in relation to the Services, the Services shall be automated by the Contractor wherever there is the opportunity to do so. The Contractor shall ensure that the Services shall be designed to capture data only once, thus minimising the need for manual data capture and input. All data shall be validated by the Contractor on input.
PSN-C/R/GEN/004	The Contractor shall wherever possible use simplified assurance and payment processes when invoicing the Customer Authority.
PSN-C/R/GEN/005	The Contractor shall ensure that, upon request from the Customer Authority, certain of: (i) the Contractor's Authorised Persons; (ii) and any of the Key Personnel; and/or (iii) other relevant persons identified by the Customer Authority that the Customer Authority wishes to meet, shall attend workshops or meetings with the Customer Authority and/or any other Customer Authority Third Party as the Customer Authority deems necessary.
PSN-C/R/GEN/006	Where the Contractor fails, or becomes aware that it is likely to fail to, comply with any obligation of this Agreement and such failure may impact on the performance of the Services by the Contractor (including the Service Levels), the Contractor shall, as soon as is reasonably practicable, notify the Customer Authority of such failure or likely failure.
PSN-C/R/GEN/007	The Contractor shall comply with the Data Protection Legislation and data protection provisions set out in the Agreement, including in relation to the processing of the Personal Data controlled by the Customer Authority.
PSN-C/R/GEN/008	The Contractor shall provide support to the Customer Authority Third Parties including, where necessary, access to resources, the Contractor System, Software and any materials as required, and to deal with security and/or compliance issues, assessments and actions.

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#	Requirement
PSN-C/R/GEN/009	The Contractor shall perform the Services in accordance with Clause 9.2 of the Call Off Terms. The Contractor shall use ITIL (Edition 2011 or the then current version of ITIL) based processes and perform the Services in accordance with industry based best practice and, if required, the Contractor shall demonstrate this to the satisfaction of the Customer Authority.
PSN-C/R/GEN/010	The Contractor shall adhere to the Agency Manager provided common standards for interfaces to the ITSM Toolset for the management of Services events across the Service Management Lifecycle.
PSN-C/R/GEN/011	The Contractor shall ensure that Processes for all ITIL functions are aligned (to the work instruction procedural level) with the Policies and Processes set out by the Customer Authority by the end of Transition. The Contractor shall ensure that all hand-over and hand-back points and Dependencies between: (i) the Contractor and the Customer Authority, (ii) the Contractor and the Agency Manager; (ii) the Contractor and Customer Authority Third Parties are clearly set out in the SOM.
PSN-C/R/GEN/012	The Contractor shall notify the Customer Authority when it becomes aware of an actual or potential event that may pose a risk to the Services and shall provide to the Customer Authority all necessary details and information of such event.
PSN-C/R/GEN/013	The Contractor Solution shall be implemented in a modular and commoditised way, allowing for flexible and scalable Services that can be updated and replaced with minimal disruption to the Customer Authority.
PSN-C/R/GEN/014	The Contractor shall facilitate Process efficiency by choosing automation over manual intervention and empowering the business to self-serve, subject to such automation being approved by the Customer Authority in advance.
PSN-C/R/GEN/015	The Contractor shall ensure that the Contractor Solution shall be designed for optimum scalability, and for process and technology integration with other Customer Authority Third Parties' solutions.
PSN-C/R/GEN/016	The updating of Service event data shall occur immediately or in sufficient time to enable effective Management Information to be produced and acted upon in accordance with Service Levels, Service Level Targets, and Key Performance Indicators for the Services.
PSN-C/R/GEN/017	The Contractor shall ensure that all necessary support is provided to the Customer Authority, or any auditor assigned or appointed by the Customer Authority, to audit any aspect of the Services provided by the Contractor.
PSN-C/R/GEN/018	The Contractor shall annually assess the maturity of the Services using the HMG Green ICT Maturity Assessment Model and the Contractor shall provide the findings to the Customer Authority within thirty (30) Working

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#	Requirement
	Days of each anniversary of the Effective Date.
PSN-C/R/GEN/019	The Contractor shall bear the cost of decommissioning, collection and disposal of Equipment.

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**Category 2  
Operational / Technical Requirements**

1. Category 2 of Part A of this Appendix 3 contains the following Service Requirements:

1. WAN Connectivity
2. WAN Maintenance and Break Fix
3. WAN Availability Management
4. WAN Capacity Management
5. WAN Quality of Service Management
6. WAN Encryption Management
7. PSN Connectivity and Integration
8. IP Address Schema Management
9. Domain Name Resolution Service
10. Customer Authority Portal
11. Testing

**2. WAN CONNECTIVITY**

The Contractor shall ensure that all of the Services described in this Category 2 are Available twenty-four (24) hours a day, each day of the year (24x7x365).

Reference ID	Requirement
PSN-C/R/OTR/WC/001	<p>The Contractor shall provide no less than the following network access resilience configurations:</p> <ol style="list-style-type: none"> <li>1. Resilient Fully Diverse - Two (2) access circuits, fully diversely routed (i.e. Each circuit enters the Customer's premises via a different duct and originates from a different Contractor telephone exchange) from the Customer's CEs. One circuit connects the Customer's CE to the Contractor's PE and the other circuit connects the Customer's second CE to the Contractor's second PE</li> <li>2. Resilient Diverse - Two (2) access circuits, diversely routed within the Customer's premises. One circuit connects the Customer's CE to the Contractor's PE and the other circuit connects the Customer's second CE to the Contractor's second PE</li> </ol>

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Reference ID	Requirement
	<p>3. Resilient - Two (2) access circuits, diversely routed, connecting the Customer's CE(s) to the Contractor's single PE.; and</p> <p>4. Non-Resilient - Single access circuit connecting the Customer Authority's CE to the Contractor's PE.</p>
PSN-C/R/OTR/WC/002	The Contractor shall provide any building or civil engineering works necessary for its provision of the WAN Connectivity Service, as shall be agreed with the Customer Authority.
PSN-C/R/OTR/WC/003	The Contractor shall provide, manage and support WAN connectivity in accordance with the Service Levels set out in Appendix 4 at all of the Customer Authority Sites.
PSN-C/R/OTR/WC/004	The WAN Connectivity Service provided by the Contractor shall extend up to and include the router connected to the WAN circuit.
PSN-C/R/OTR/WC/005	The WAN Connectivity Service shall be required to specify how it will allow for an increase or decrease in the number of Customer Authority Sites, such that the Customer Authority does not continue to pay for a Service at any Customer Authority Sites that may be decommissioned or closed.
PSN-C/R/OTR/WC/006	The Contractor shall ensure that the Contractor's WAN solution includes a network time protocol feature which meets industry standard requirements regarding PSN accuracy
PSN-C/R/OTR/WC/007	The Contractor shall ensure that on-net communications between Customer Authority domains are completed entirely within the GCN, PSN and PSN Services domains, and shall not traverse public networks such as the Internet, the PSTN or any other unapproved infrastructure.
PSN-C/R/OTR/WC/008	The Contractor shall ensure that the Contractor's WAN solution is delivered in accordance with, and conforms to, all PSN Compliance Conditions and Schedule 2.2 (Security Requirements).
PSN-C/R/OTR/WC/009	Unless otherwise directed by the Customer Authority, the Contractor shall ensure that all new circuits purchased by the Customer Authority under this Contract will expire at the end of the Initial Term
PSN-C/R/OTR/WC/010	The Contractor shall be responsible for the development of Policies and Processes necessary for the provision of the Contractor's WAN solution to the Customer Authority and such Policies and Processes are to be aligned with the Policies and Processes to be provided by the Agency Manager during Transition.

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Reference ID	Requirement
PSN-C/R/OTR/WC/011	The Contractor shall agree charges that may apply in the event of the Customer Authority cancelling a circuit order.
PSN-C/R/OTR/WC/012	The Contractor shall, where requested, provide a rate adaptive broadband service that supports download speeds of up to 24Mb. The Contractor shall be capable of providing this service at all Customer Authority Sites.
PSN-C/R/OTR/WC/013	The Contractor shall provide a Systems Measurement Document that sets out the calculation for each Service Level set out in Appendix 4 (Service Levels and Related Remedies) of this Agreement and the People, Process and technology used to collate the data that feeds such calculation. The Systems Measurement Document shall be agreed with the Agency Manager and the Customer Authority prior to the first Operational Service Commencement Date.

**3. WAN MAINTENANCE AND BREAK FIX**

Reference ID	Requirement
PSN-C/R/OTR/WANMBF/001	The Contractor shall provide, install, maintain and decommission the Network Equipment identified as part of the Contractor Solution in accordance with vendor recommendations. This shall include: <ul style="list-style-type: none"> <li>• WAN cabling (copper or fibre)</li> <li>• WAN terminating equipment</li> <li>• router; and</li> <li>• any other equipment required as part of the Contractor Solution.</li> </ul>
PSN-C/R/OTR/WANMBF/002	The Contractor shall, as part of the Contractor Solution, set out its dependencies on the Customer Authority and Customer Authority Third Parties, including: <ul style="list-style-type: none"> <li>• power</li> <li>• rack space</li> <li>• cooling</li> </ul> <p>Where the dependencies on power, space and cooling cannot be met, the Contractor Solution shall be flexible enough to accommodate alternatives until such time as the Contractor is able to work with the Customer Authority and the Customer Authority Third Parties to ensure adequate power, rack space and cooling.</p>
PSN-C/R/OTR/WANMBF/003	The Contractor shall bear the cost of decommissioning, collection and disposal of any redundant WAN Equipment that was: (i) a part of the Contractor Solution; or (ii) taken on by the Contractor during Transition.
PSN-C/R/OTR/WANMBF/004	The Contractor shall proactively monitor the Network to detect, isolate and facilitate the resolution of problems related to the WAN in order to maximise the availability of the WAN circuits provided as part of the Services.

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Reference ID	Requirement
PSN-C/R/OTR/WANMBF/005	The Contractor shall obtain configuration information from the PSN Services Contractor and other Customer Authority Third parties and shall assist and co-operate with the PSN Services Contractor and other Customer Authority Third parties in ensuring that the WAN is configured correctly to support the Customer Authority's HIPT and other Services dependent on the WAN.
PSN-C/R/OTR/WANMBF/006	Where necessary, the Contractor shall ensure that the Contractor Solution will support the monitoring and analysis of WAN traffic by a Third Party Contractor authorised by the Customer Authority (e.g. for security related penetration testing, etc.).
PSN-C/R/OTR/WANMBF/007	Where necessary, the Contractor shall allow Third Party Contractors authorised by the Customer Authority to temporarily install Equipment on the Customer Authority WAN.
PSN-C/R/OTR/WANMBF/008	The Contractor shall, upon request by the Customer Authority provide log files of the Customer Authority's WAN traffic to the Customer Authority and the Agency Manager.
PSN-C/R/OTR/WANMBF/009	Within five (5) Working Days (or such other period as the Parties agree in writing) of the end of each Service Measurement Period, the Contractor shall provide a Performance Monitoring Report to the Customer Authority. Each Performance Monitoring Report shall be reviewed at the next Services Board Meeting that immediately follows the date of its issue.
PSN-C/R/OTR/WANMBF/010	<p>The Contractor shall ensure that the Performance Monitoring Report shall contain the following information in respect of the Service Measurement Period just ended:</p> <ul style="list-style-type: none"> <li>a. a list of all Services with their applicable Service Level Target, their applicable Service Failure Threshold, the Achieved Service Levels and any resulting Service Credits incurred during the Service Measurement Period;</li> <li>b. a list of all Services where there is a Repeat Failure count of one (1) or more and a progress report on the actions taken by, or on behalf of, the Contractor to Resolve the underlying cause and prevent recurrence;</li> <li>c. a list of all Incidents that occurred during the Service Measurement Period and the Incident Severity Level of each Incident that occurred;</li> <li>d. which Incidents have been Resolved and their Incident Resolution Times;</li> <li>e. which Incidents remain outstanding and the Contractor's progress in Resolving them;</li> <li>f. for any Incident with Incident Severity Level 1 occurring in the Service Measurement Period, the cause of the Incident and any</li> </ul>

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Reference ID	Requirement
	action being taken by or on behalf of the Contractor to reduce the likelihood of recurrence;
PSN-C/R/OTR/WANMBF/011	<p>Prior to the first Operational Service Commencement Date, the Contractor shall develop and implement an agreed Configuration Policy which adheres to industry best practice. The agreed Configuration Policy shall include:</p> <ul style="list-style-type: none"> <li>a. software version control and management;</li> <li>b. IP addressing standards and management;</li> <li>c. standard configurations and descriptors;</li> <li>d. configuration upgrade procedures;</li> <li>e. maintenance of documentation including network topology documentation;</li> <li>f. current device, link, and end-user inventory;</li> <li>g. validation and audit of network configuration;</li> <li>h. solution templates;</li> <li>i. configuration version control system;</li> <li>j. TACACS configuration log;</li> <li>k. device, protocol and media audits; and</li> <li>l. standards and documentation review.</li> </ul> <p>The Configuration Policy shall be agreed with the Agency Manager and the Customer Authority and shall be aligned with Policy provided by the Agency Manager, where such Policy from the Agency Manager is provided.</p>
PSN-C/R/OTR/WANMBF/012	The Contractor shall maintain documentation and carry out documentation updates as necessary.
PSN-C/R/OTR/WANMBF/013	<p>The Contractor shall use traffic shaping technology to:</p> <ul style="list-style-type: none"> <li>a. reduce bandwidth by WAN usage optimisation, caching, compression or other techniques;</li> <li>b. increase performance in network transactions;</li> <li>c. prioritise traffic so as to ensure the network traffic most important to the Customer Authority's business operations continues to flow appropriately at times of network congestion; and</li> <li>d. monitor traffic (at a protocol, IP source/destination and/or URL level) so as to input to capacity management reporting and fault diagnosis investigation.</li> </ul>

**4. WAN AVAILABILITY MANAGEMENT**

Reference ID	Requirement
PSN-C/R/OTR/WANAM/001	The Contractor's WAN solution shall be Available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty-five

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Reference ID	Requirement
	(365) days a year.

**5. WAN CAPACITY MANAGEMENT**

Reference ID	Requirement
PSN-C/R/OTR/WCM/001	The Contractor shall assist and co-operate with the Customer Authority regarding the calculation of the network capacity required to provide effective support to the Customer Authority's Services and Customer Authority Sites.
PSN-C/R/OTR/WCM/002	The Contractor shall conduct ongoing monitoring of WAN capacity and trend analysis of WAN capacity utilisation.
PSN-C/R/OTR/WCM/003	The Contractor shall proactively propose to the Customer Authority, in good time to meet utilisation demand, changes to the service capacity based on the monitoring and trend analysis of WAN capacity utilisation by the Customer Authority.
PSN-C/R/OTR/WCM/004	The Contractor shall provide, where technically feasible, flexible capacity options to meet the Customer Authority requirements to schedule increases or decreases in the Customer Authority network capacity to individual Customer Authority Sites, without any service interruption.

**6. WAN QUALITY OF SERVICE MANAGEMENT**

**a) IP PACKET LOSS RATIO (IPLR)**

Reference ID	Requirement
PSN-C/R/OTR/IPLR/001	The Contractor Solution shall ensure the IP packet Loss Ratio meets the IPLR Service Level Target as specified within the Service Level set out in Appendix 4 (Service Levels and Related Remedies).
PSN-C/R/OTR/IPLR/002	The Contractor shall ensure that the IPLR shall be measured over 10 x 5 minute periods, and averaged over a Service Measurement Period.
PSN-C/R/OTR/IPLR/003	The Service Level Targets for IP Packet Loss Ratio (IPLR) shall be measured across the Contractor's network between two (2) of the Customer Authority's Sites served by the Contractor, with different sites being measured during each Reporting Period.

**b) INTER-PACKET DELAY VARIATION (IPDV)**

Reference ID	Requirement
PSN-C/R/OTR/IPDV/001	The Contractor's solution shall ensure the IPDV meets the IPDV Service Level Target as specified within the Service Level set out in Appendix 4

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	(Service Levels and Related Remedies).
PSN-C/R/OTR/IPDV/002	The Contractor shall ensure that the IPDV shall be measured over 10 x 5 minute periods, and averaged over a Service Measurement Period.
PSN-C/R/OTR/IPDV/003	The Service Level Targets for IPDV shall be measured across the Contractor's network between two (2) of the Customer Authority's Sites served by the Contractor, with different sites being measured during each Reporting Period.

**c) ROUND TRIP DELAY**

Reference ID	Requirement
PSN-C/R/OTR/RTD/001	The Contractor Solution shall ensure that the round trip delay meets the round trip delay Service Level Target as specified within the Service Level set out in Appendix 4 (Service Levels and Related Remedies).
PSN-C/R/OTR/RTD/002	The Contractor shall ensure that the round trip delay shall be measured for a 60 byte packet over 10 x 5 minute periods, and averaged over a Service Measurement Period
PSN-C/R/OTR/RTD/003	The round trip delay shall be the time taken for a 60 byte packet to travel between two (2) of the Customer Authority's Sites served by the Contractor, with different sites being measured during each Reporting Period.

**7. WAN ENCRYPTION MANAGEMENT**

Reference ID	Requirement
PSN-C/R/OTR/WANEM/001	The Contractor shall ensure that where an Encryption Service is part of the Contractor's solution, the Encryption Service is capable of being used by Customer Authority with any other Service delivered to the Customer Authority by the Contractor and or Other Third Parties.
PSN-C/R/OTR/WANEM/002	The Contractor shall ensure that the Encryption Service is interoperable with other encryption services offered at the same Impact Level.
PSN-C/R/OTR/WANEM/003	Where an Encryption Service is part of the Contractor's Solution, the Contractor shall ensure that the Encryption Service is also available for use by the Customer Authority's End Users when they are working remotely or away from the Customer Authority Sites.
PSN-C/R/OTR/WANEM/004	Where an Encryption Service is part of the Contractor's Solution, the Contractor shall publish the maximum MTU overhead created by the Encryption Service.

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**8. PSN CONNECTIVITY AND INTEGRATION**

Reference ID	Requirement
PSN-C/R/OTR/PSNCI/001	The Contractor shall support the Customer Authority's connection to the PSN.
PSN-C/R/OTR/PSNCI/002	The Contractor shall work with Other PSN Connectivity Contractors to implement service interoperability in accordance with the PSN Compliance Conditions relating to interoperability. The PSN Compliance Conditions are referenced in the PSN Operating Model and the PSN Technical Domain Description (document reference: "ST04 PSN Technical Domain Description V4.4".)

**9. IP ADDRESS SCHEMA MANAGEMENT**

Reference ID	Requirement
PSN-C/R/OTR/IPASM/001	The Contractor shall provide both the dynamic and static parts of the Customer Authority's IP address schema..
PSN-C/R/OTR/IPASM/002	The Contractor shall ensure that any public IP addresses used as part of the new Service shall be registered in the name of the Customer Authority.
PSN-C/R/OTR/IPASM/003	The Contractor shall ensure that the PSN-Connectivity Service includes a network address translation service.

**10. DOMAIN NAME RESOLUTION**

Reference ID	Requirement
PSN-C/R/OTR/DNRS/001	The Contractor's shall ensure that the Domain Name Resolution Service shall be Available twenty four (24) hours a day, seven (7) days a week, 365 days a year.
PSN-C/R/OTR/DNRS/002	The Contractor shall utilise a domain name service as directed by the PSNA in order to achieve routing functionality that meets PSN requirements.
PSN-C/R/OTR/DNRS/003	The Contractor shall ensure that details of all Domain Name Resolution Service Requests are logged for a period of no less than 3 calendar months following the date of such Service Request.
PSN-C/R/OTR/DNRS/004	The Contractor shall ensure that logs of all Domain Name Resolution Service Requests are archived for a period of no less than 3 calendar months.

**11. CUSTOMER AUTHORITY PORTAL**

Reference ID	Requirement
PSN-C/R/OTR/CAP/001	From the first Operational Service Commencement Date, the Contractor shall provide a Customer Authority Portal that enables the Agency Manager and the Customer Authority to

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Reference ID	Requirement
	make requests for IP address assignment for the segregated Community Service.
PSN-C/R/OTR/CAP/002	<p>The Customer Authority Portal shall be accessible by the Agency Manager and the Customer Authority and shall provide a range of functions including:</p> <ol style="list-style-type: none"> <li>1. access to Performance Monitoring Reports and quarterly summaries;</li> <li>2. access to current Management Information including capacity, usage, Incidents and Problems;</li> <li>3. the ability to raise Incident Reports and monitor progress on the Incident and Problem resolution;</li> <li>4. the ability to raise and manage high volume Service Requests;</li> <li>5. the ability to configure the Services, (within certain bounds defined by The Contractor and agreed by Customer Authority), including service capacity changes; and</li> <li>6. access to service bulletins and other information notices.</li> </ol>

**12. TESTING**

All Tests conducted by the Contractor shall be conducted in accordance with the Schedule 4.2 (Testing Procedures) of this Agreement

**13. BENCHMARKING**

All benchmarking conducted shall be in accordance with Schedule 5.3 (Value for Money Provisions) of this Agreement.

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**CATEGORY 3 – AGENCY MANAGEMENT REQUIREMENTS**

The Agency Manager is responsible for managing the delivery and performance of the Services under this Agreement in accordance with the terms and conditions of this Agreement, including managing the Customer Authority's governance function in relation to such delivery and performance.

The Agency Manager assists the Customer Authority in relation to contract administration (including change management, verification of invoices and payment, etc.) and supplier relationship management in connection with this Contract. The Contractor shall work with, respond to, cooperate with and assist the Agency Manager in relation to such contract administration and supplier relationship management.

The Agency Manager Service Requirements set out in this Category 3 of Part A of this Appendix 3 allow the Contractor to fulfil the Contractor's obligations relating to interfacing, working with and complying with the instructions and requirements of the Agency Manager, including utilising and aligning the Services and the delivery and performance of the same with the Policies, Processes, Procedures (PPP) of the Agency Manager. The Contractor shall ensure that the Contractor PPP and the SOM align with the provisions of the Agency Manager's PPP.

In the event of a conflict, the Agency Manager's PPPs shall take precedence over the Contractor PPPs and the SOM. Therefore, the Contractor may be required to cooperate with or modify the Contractor PPPs to ensure continual alignment with the Agency Manager's PPPs.

Category 3 of Part A of this Appendix 3 contains the following Service Requirements:

1. Service Operations
  - 1.1 Service Desk
  - 1.2 Incident Management
  - 1.3 Request Management
  - 1.4 Problem Management
  - 1.5 Access Management
2. Service Design
  - 2.1 Availability Management
  - 2.2 Capacity Management
3. Service Transition
  - 1.1 Change Management
  - 1.2 Asset and Configuration Management (SACM)
  - 1.3 Knowledge Management
  - 1.4 Service Transition
4. I.T. Services Continuity Management (ITSCM)
5. Service Design
  - 5.1 Service Catalogue Management
  - 5.2 Service Level management
6. Continual Service Improvement
7. Information Security Management
8. Contract Administration

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**1. Service Operations**

**1.1 Service Desk**

Reference ID	Requirement
PSN-C/R/AMR/SOSD/001	The Contractor shall adhere to: (i) the Service Desk Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Contractor by the Agency Manager.
PSN-C/R/AMR/SOSD/002	The Contractor shall interface with the Service Desk such that the Contractor is able to access the Service Desk tool, receive incident records logged by the Service Desk, update, amend and pass back incident records to the Service Desk as necessary.
PSN-C/R/AMR/SOSD/003	The Contractor shall interface with the Service Desk such that the Contractor is able to access the Service Desk tool, receive Service Catalogue requests logged by the Service Desk, update, amend and pass back request related records to the Service Desk as necessary.
PSN-C/R/AMR/SOSD/004	The Contractor shall ensure that, where necessary, the interfaces between the Contractor Systems and the Service Desk shall be automated to allow tickets to be raised automatically between the Contractor Systems and the Agency Manager Service Desk tool
PSN-C/R/AMR/SOSD/005	The Contractor shall agree the parameters surrounding the generation of automatic tickets at the Service Desk tool with the Agency Manager during Transition.
PSN-C/R/AMR/SOSD/006	The Service Desk will be available twenty four (24) hours a day every day of the year (i.e. 24x7x365).  The above statement of Service Desk availability shall be known as the <b>"Service Desk Hours"</b> .  The Contractor shall accept Incidents referred via the Service Desk during the Service Desk Hours.
PSN-C/R/AMR/SOSD/007	Upon request by the Customer Authority and/or the Agency Manager, the Contractor shall extend the Service Desk Hours in accordance with the Change Control Procedure.
PSN-C/R/AMR/SOSD/008	The Contractor shall contribute to the Knowledge Management System and the Known Error Log provided by the Agency Manager to support improved Incident analysis.
PSN-C/R/AMR/SOSD/009	The Contractor shall provide advice and support to the Customer Authority's Staff and End Users on the operation of the Contractor Solution.

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Reference ID	Requirement
PSN-C/R/AMR/SOSD/010	The Contractor shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; (iii) and advice allowing the End User to continue to use the Services until such time as the Incident is resolved.
PSN-C/R/AMR/SOSD/011	The Contractor shall ensure that Root Causes to Incidents and Problems are addressed.

**1.2 Incident Management**

Incident Management is the Process that handles all failures, faults or questions which are: (i) reported by End Users via the Service Desk; or (ii) automatically detected and reported by Event Management via monitoring tools in use by the Customer Authority Third Parties, as applicable.

Incident Management should include the use of Incident models that include the following steps within the Incident Management lifecycle:

- log and categorisation of the Incident;
- diagnosis and the steps required to handle the Incident;
- assign responsibilities for the performance and execution of second-level and third-level support, analysis, diagnosis and resolution of the incident;
- set expectations on timescales and thresholds for the completion of identified actions;
- manage the escalation activities based on pre-defined hierarchy and communication plan; and
- identify measures, when appropriate, to minimise future disruptions.

Reference ID	Requirement
PSN-C/R/AMR/SOIM/001	The Contractor shall investigate and resolve all Incidents in accordance with the Service Levels, including: <ul style="list-style-type: none"> <li>• assessing the probable cause of each Incident; testing and replacing or repairing faulty hardware/software as required; and carrying out any other procedures as required to facilitate the resolution of the Incident.</li> </ul>
PSN-C/R/AMR/SOIM/002	The Contractor shall work with the Agency Manager and the PSN-S Supplier to ensure that, prior to arranging a visit to a Home Worker, broadband services to that Home Worker's location is functioning properly.
PSN-C/R/AMR/SOIM/003	The Contractor shall participate with the Agency Manager in Incident Reviews and Major Incident Reviews, as necessary.
PSN-C/R/AMR/SOIM/004	The Contractor shall promptly complete agreed corrective actions as agreed with the Agency Manager.
PSN-C/R/AMR/SOIM/005	The Contractor shall promptly notify the Agency Manager of any Incident that is known to have breached or is likely to breach the Service Levels or that has, in the opinion of the Contractor, been incorrectly allocated.

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PSN-C/R/AMR/SOIM/006	The Contractor shall; (i) update the Incident record with all relevant information to ensure that Root Cause Analysis can be carried out by the Agency Manager; and (ii) co-operate with the Agency Manager as required for the Agency Manager to carry out Root Cause Analysis
PSN-C/R/AMR/SOIM/007	The Contractor shall (i) contribute to Major Incident Reports; and (ii) ensuring that Major Incident Reports provide clear details to the Agency Manager regarding the time; and (iii) ensure that the reason for the breach of the Service Level(s) is recorded and agreed with the Agency Manager.
PSN-C/R/AMR/SOIM/008	The Contractor shall use its reasonable efforts to ensure that, where the Agency Manager has altered the assigned Incident Severity Level of an Incident in accordance with Customer Authority instructions, the Contractor shall resolve such Incident in accordance with the new Incident Severity Level.
PSN-C/R/AMR/SOIM/009	The Contractor shall ensure that, in the event that the investigation of an Incident reveals weaknesses or flaws in the Contractor Solution, then any Change required by the Contractor to rectify the weakness or flaw must be approved by the Customer Authority and the Agency Manager, in advance and implemented via Change Control. For the avoidance of doubt, the Change to the Contractor Solution shall be at no cost to the Customer Authority.

**1.3 Request Management**

Request Management is the process for managing standard and repeatable changes initiated via the Business Service Catalogue, and follows the steps within the ITIL Request Fulfilment lifecycle.

The process of Request Management enables End Users to receive Services available from the Business Service Catalogue by providing the ability to:

- source and supply requests made by End Users;
- provide information to End Users about the Services on offer and the Process and Procedures to be followed by End Users to obtain such Services;
- capture, log and track all End User requests and provide status information on requests submitted; and
- control the distribution and consumption of Services through the use of appropriate approval and validation methods to be agreed between the Contractor, the Agency Manager and the Customer Authority during Transition to requests before they are fulfilled.

Reference ID	Requirement
PSN-C/R/AMR/SORM/001	The Contractor shall contribute to and use the Agency Manager supplied Business Service Catalogue.
PSN-C/R/AMR/SORM/002	The Contractor shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes, for discussion with the Agency Manager and, where necessary, Customer Authority Third Parties, as applicable.
PSN-C/R/AMR/SORM/003	The Contractor shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.

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Reference ID	Requirement
PSN-C/R/AMR/SORM/004	The Contractor shall immediately bring to the attention of the Agency Manager any issues that prevent the Contractor from processing Service Requests.
PSN-C/R/AMR/SORM/005	The Contractor shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk
PSN-C/R/AMR/SORM/006	The Contractor shall ensure that all information relevant to a Service Request is promptly provided by the Contractor to the Agency Manager in response to Service Requests.
PSN-C/R/AMR/SORM/007	The Contractor shall: (i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and (ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager.
PSN-C/R/AMR/SORM/008	The Contractor shall respond to the Agency Manager or the Customer Authority's enquiries regarding Service Requests with accurate and up-to date information.
PSN-C/R/AMR/SORM/009	The Contractor shall manage end of life Service Catalogue items, such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items: <ol style="list-style-type: none"> <li>a. are adequately tested (including user acceptance testing where appropriate);</li> <li>b. are approved by the Customer Authority;</li> <li>c. have any relevant Charges agreed between the Contractor and Customer Authority;</li> <li>d. added to the Service Catalogue; and</li> <li>e. any relevant test environment(s) is created.</li> </ol>

**1.4 Problem Management**

The Problem Management Service seeks to address the underlying causes of Incidents. This Service shall include all of the steps in the ITIL Problem Management lifecycle, including but not limited to:

- detection;
- capture and categorisation;
- investigation and diagnosis;
- resolution;
- trend and Root Cause Analysis; and
- scoping of continuous service improvements.

The principle objective of Problem Management is to prevent Problems from occurring by eliminating recurring Incidents and to minimise the impact of Incidents that cannot be prevented.

Reference ID	Requirement
PSN-C/R/AMR/SOPM/001	The Contractor shall accept appropriately assigned Problems from Service Desk, and bring to the attention of the Service Desk as soon as is practicable, any inaccurately assigned Problems that should be assigned to a Customer Authority Third Parties.

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Reference ID	Requirement
PSN-C/R/AMR/SOPM/002	The Contractor shall assist and co-operate with the Agency Manager to identify, prioritise and manage through to resolution all Problems assigned to the Contractor that cause or have the potential to cause disruption to the Customer Authority's business.
PSN-C/R/AMR/SOPM/003	The Contractor shall assist and co-operate with the Agency Manager in and participate in conducting Root Cause Analysis and will ensure that records of Problems are updated to reflect the agreed outcome of such analysis.
PSN-C/R/AMR/SOPM/004	The Contractor shall assist the Agency Manager by: <ul style="list-style-type: none"> <li>a. reviewing Management Information on a monthly basis; and</li> <li>b. producing expert trend analysis and management summaries to identify trends or significant changes or increases in Problem volumes,</li> </ul> for discussion with the Customer Authority and the New Supplier at the appropriate forums.
PSN-C/R/AMR/SOPM/005	The Contractor shall collate, maintain and provide the Customer Authority accurate and up to date information on Problems, Workarounds and Known Errors, and support the Agency Manager with similar requirements.
PSN-C/R/AMR/SOPM/006	The Contractor shall assist and co-operate with the Agency Manager to identify potential Process improvements and make appropriate recommendations to the Customer Authority and Customer Authority Third Parties.

**1.5 Access Management**

The Access Management Service is the process of granting authorised End Users the right to use a Service and helps to protect the confidentiality, integrity and availability of assets and information.

Reference ID	Requirement
PSN-C/R/AMR/SOAM/001	The Contractor shall provide access to systems as requested by End Users in accordance with: (i) the Policies of the Customer Authority and/or Agency Manager relating to Access Management and (ii) the Contractor's operational Procedures as agreed with the Agency Manager and the Customer Authority.
PSN-C/R/AMR/SOAM/002	The provision of the Access Management Service by the Agency Manager shall, with the support of the Contractor as required, enable Customer Authority nominated End Users to be able to use the Services.
PSN-C/R/AMR/SOAM/003	The Contractor shall provide appropriate access (including remote access) to the necessary tools and systems to the Agency Manager, thereby enabling the Agency Manager to comply with its responsibility and obligations under its agreement with the Customer Authority.

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Reference ID	Requirement
PSN-C/R/AMR/SOAM/004	The Contractor shall reject any access request that has not been properly approved by Agency Manager in accordance with the Access Management Policy.
PSN-C/R/AMR/SOAM/005	The Contractor shall inform the Agency Manager and the Customer Authority where it suspects or has reason to believe that inappropriate user access has been requested.
PSN-C/R/AMR/SOAM/006	The Contractor shall assist and co-operate with the Agency Manager by granting appropriate access to Customer Authority Third Parties to the Contractor System, as applicable.

**2. Service Design**

**2.1 Availability Management**

The purpose of the Availability Management Service is to define, analyse, plan, measure and improve all aspects of the availability of the Contractor solution.

Reference ID	Requirement
PSN-C/R/AMR/SDAM/001	The Contractor shall assist the Agency Manager with the development and on-going maintenance of the overall Availability Plan.
PSN-C/R/AMR/SDAM/002	The Contractor shall schedule, coordinate and manage planned outages in accordance with the Agency Manager's Policies, Processes and Procedures relating to Availability Management.
PSN-C/R/AMR/SDAM/003	The Contractor shall implement Availability Management improvement activities and projects as agreed with the Agency Manager.
PSN-C/R/AMR/SDAM/004	The Contractor may receive notification from the Agency Manager of new/amended availability requirements generated and, if so, the Contractor shall initiate impact assessments and provides such notifications and impact assessments to the Agency Manager.

**2.2 Capacity Management**

The purpose of the Capacity Management Service is to ensure that there is sufficient capacity to enable delivery of Services.

The value of Capacity Management is that it is responsible for ensuring that resources are planned and scheduled to provide a consistent level of service that is matched to the current and future needs of the Customer Authority.

Reference ID	Requirement
PSN-C/R/AMR/SDCM/001	The Contractor shall provide any information requested by the Agency Manager in respect of the Agency Manager overall capacity plan and

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Reference ID	Requirement
	support the on-going maintenance and development of such overall capacity plan.
PSN-C/R/AMR/SDCM/002	The Contractor shall monitor, analyse and report to the Agency Manager in relation to capacity volumes and trends and shall, where appropriate, act on any capacity related issues.
PSN-C/R/AMR/SDCM/003	The Contractor shall make recommendations to the Agency Manager regarding how existing capacity plans for the Services are or may be affected by demand projections, and such recommendations shall include the steps needed to meet demand projections.

**3. Service Transition**

**3.1 Change Management**

The purpose of the Change Management Service is to identify, control and account for Assets and Configuration Items (CI's), and protect and ensure the integrity of such Assets and Configuration Items across the lifecycle of the Services.

Reference ID	Requirement
PSN-C/R/AMR/STCM/001	The Contractor shall contribute to the Change Schedule and issue the Change Schedule to the Agency Manager and the Customer Authority.
PSN-C/R/AMR/STCM/002	The Contractor shall contribute to the Release Schedule and associated Release Plan(s) and issue these to the Agency Manager and the Customer Authority. The Release Schedule will provide details for at least a two month rolling period.
PSN-C/R/AMR/STCM/003	The Contractor shall ensure that vendor recommended patching is applied to all Equipment and Software used to deliver the Services under this Agreement, as directed by Agency Manager.
PSN-C/R/AMR/STCM/004	The Contractor shall schedule, coordinate and manage planned Service outages in accordance with the Agency Manager's Policies, Processes and Procedures.
PSN-C/R/AMR/STCM/005	The Contractor shall support and assist the Agency Manager by responding to Impact Assessments and shall provide input where required.
PSN-C/R/AMR/STCM/006	The Contractor shall monitor, analyse and report to the Agency Manager in respect of Change volumes and trends. The format of such reports shall be agreed during Transition.
PSN-C/R/AMR/STCM/007	The Contractor shall provide all requested Management Information to

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Reference ID	Requirement
	the Agency Manager
PSN-C/R/AMR/STCM/008	The Contractor shall raise Change Requests in order to make operational or technical Changes to the Services.
PSN-C/R/AMR/STCM/009	<p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>a. attend the Change Advisory Board (CAB) (including emergency CABs as necessary);</li> <li>b. ensure that any issues related to the Contractor raised at the Change Advisory Board meeting are progressed to the satisfaction of Agency Manager; and</li> <li>c. where required by the Agency Manager, support the progression of Changes owned by Customer Authority Third Parties.</li> </ul>
PSN-C/R/AMR/STCM/010	The Contractor shall track and monitor all approved Changes and ensure that Change records are updated throughout the lifecycle of each Change in accordance with decisions made at the Change Advisory Board.
PSN-C/R/AMR/STCM/011	<p>The Contractor shall ensure that Operational Change Requests contain information including, but not limited to:</p> <ul style="list-style-type: none"> <li>(i) Implementation Plans;</li> <li>(ii) Acceptance Criteria;</li> <li>(iii) Back Out Plans or Remediation Plans;</li> <li>(iv) Plans for handover to support; and</li> <li>(v) Configuration Items affected.</li> </ul>
PSN-C/R/AMR/STCM/012	Following implementation of an Operational Change, the Contractor shall ensure that Post Implementation Reviews implemented by the Agency Manager are carried out and managed effectively, and that any lessons learned from each Post Implementation Review are implemented and fed into the assessment of future Changes.
PSN-C/R/AMR/STCM/013	The Contractor shall ensure that any Operational Changes that occur more often than three (3) times each rolling monthly period are processed consistently with the requirements of the Agency Manager.
PSN-C/R/AMR/STCM/014	The Contractor shall ensure that all pre-approved Changes are publicised by the Agency Manager in the Services Catalogue.
PSN-C/R/AMR/STCM/015	The Contractor shall: (i) identify any potential Change Management process improvements; (ii) make appropriate recommendations to the Agency Manager; and (iii) where these are agreed by the Customer Authority, the Contractor shall manage any process improvement activity until completed.

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Reference ID	Requirement
PSN-C/R/AMR/STCM/016	The Contractor shall adhere to the governance required by the Agency Manager and/or the Customer Authority regarding Change Requests, including): (i) the raising and recording of Changes; (ii) the assessment and evaluation of the Change; (iii) the cost benefit of the proposed Change; and (iv) the review and closure of Change Requests.
PSN-C/R/AMR/STCM/017	The Contractor shall ensure that all hardware used in delivering the Contractor Solution and the Services adhere at all times to; (i) any hardware vendor support requirements; and (ii) any requirements of the Agency Manager relating to Incident Management.
PSN-C/R/AMR/STCM/018	The Contractor shall: (i) ensure that any compatibility issues between the Customer Authority's Systems immediately prior to the Effective Date and new or proposed Contractor Systems are resolved prior to the Operational Services Commencement Date; and (ii) assist and co-operate with the Agency Manager to ensure resolution of such compatibility issues.

**3.2 Asset and Configuration Management (SACM)**

The purpose of Asset and Configuration Management (SACM) is to identify and control Assets and Configuration Items (CIs) by recording and reporting the status of Assets and CIs and by governing the performance of periodic audits to verify the accuracy and completeness of data held within appropriate repositories.

Optimising the performance of Assets and configurations improves the overall service performance and optimises the costs and minimises risks caused by poorly managed assets, e.g., service outages, incorrect licence fees and failed audits

Reference ID	Requirement
PSN-C/R/AMR/STACM/001	The Contractor shall maintain accurate Asset details, including details of the hardware, operating system and any bespoke or packaged Software in order for the Agency Manager to maintain the CMDB.
PSN-C/R/AMR/STACM/002	The Contractor shall carry out Asset disposal; including the procurement of formal certification that secure and environmentally responsible disposal has been conducted, and shall notify the Agency Manager of such disposals, in order for the Agency Manger to maintain the CMDB.
PSN-C/R/AMR/STACM/003	The Contractor shall agree and provide regular reporting to the Agency Manager and the Customer Authority regarding any relevant licence compliance for all Software used to deliver the Contractor Solution.

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Reference ID	Requirement
PSN-C/R/AMR/STACM/004	The Contractor shall work with the Agency Manager and the Customer Authority, as required, to confirm the scope of any Asset Management audits and the investigation and resolution of any discrepancies related to Asset Management. Unless agreed otherwise by the Parties, such Asset Management audits shall occur at least once per year during the Term, at no additional Charge to Customer Authority.
PSN-C/R/AMR/STACM/005	The Contractor shall provide the results of Asset Management audit data to the Agency Manager within the timescales and in the format required by the Agency Manager.
PSN-C/R/AMR/STACM/006	The Contractor shall receive, review and, when instructed by the Agency Manager and/or the Customer Authority implement recommendations for Asset and Configuration Management process improvements.
PSN-C/R/AMR/STACM/007	The Contractor shall provide CI (Configuration Item) data to the Agency Manager in a format and frequency appropriate for inclusion in the Agency Manager supplied integrated CMDB.
PSN-C/R/AMR/STACM/008	The Contractor shall develop, test and implement Changes to asset management system interfaces and Configuration Item data content as agreed with the Agency Manager.
PSN-C/R/AMR/STACM/009	The Contractor shall assist and co-operate with the Agency Manager in determining the reason for each Configuration Item discrepancy, its criticality, and actions required to address it.

### 3.3 Knowledge Management

Knowledge Management is the provision of, and access to, an appropriate store of knowledge and information artefacts relating to the provision, support and maintenance of the Services.

The purpose of Knowledge Management is to ensure that the right person has the right knowledge at the right time to deliver and support the Services provided to the Customer Authority.

Reference ID	Requirement
PSN-C/R/AMR/STKM/001	The Contractor shall contribute to the online knowledge management system provided by the Agency Manager for the capture, storage, and presentation of information required to manage the Services.
PSN-C/R/AMR/STKM/002	The Contractor shall ensure that, where data related to the Services is found in the knowledge management system provided by the Agency Manager that is inaccurate, incomplete or lacks integrity, such data is promptly corrected.
PSN-C/R/AMR/STKM/003	The Contractor shall assist and co-operate with the Agency Manager in ensuring the knowledge management system contains data and

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Reference ID	Requirement
	information, including: <ul style="list-style-type: none"> <li>i. methods to resolve Incidents;</li> <li>ii. Known Errors;</li> <li>iii. Service Desk scripts;</li> <li>iv. build data;</li> <li>v. self-help articles; and</li> <li>vi. frequently asked questions (FAQs).</li> </ul>

**3.4 Service Transition**

The Contractor shall develop its Service Transition Polices, Processes and procedures in co-operation with the Agency Manager to ensure integration and alignment with Agency Manager's Policies and Procedures.

For the purpose of completeness all Transition requirements are presented within Schedule 4.1 (Implementation Plan).

**4. I.T. Services Continuity Management (ITSCM)**

IT Service Continuity Management (ITSCM) requires that the Contractor shall support, assist and coordinate with the Agency Manager and Customer Authority in relation to the overall Customer Authority's Business Continuity and Disaster Recovery Plan as set out in Appendix 13: BCDR Plan by ensuring that, following a Major Incident, the required IT, technical and service facilities (including computer systems, networks, applications, data repositories, telecommunications, environment, technical support and Service Desk Services) can be resumed within required and agreed business timescales.

The ITSCM requirements are set out in Schedule 6.5 (Business Continuity and Disaster Recovery). If the Contractor undergoes or experiences an event which, if such event were to occur to Customer Authority or the Customer Authority System, would require implementation to be taken in respect of Customer Authority's Business Continuity and Disaster Recovery Plan, then Contractor shall comply with its obligations set out in Schedule 6.5 (Business Continuity and Disaster Recovery) as if such event was experienced by Customer Authority.

**5. Service Design**

**5.1 Service Catalogue**

Service Catalogue Management provides a single source of consistent information on all the Services.

The Service Catalogue Management process shall ensure that the Customer Authority has an accurate Business Service Catalogue produced and maintained by Agency Manager, for all operational services provided by the Contractors and the Customer Authority Third Parties.

Reference ID	Requirement
PSN-C/R/AMR/SDSCM/001	The Contractor shall: (i) interface with the Service Catalogue as supplied by the Agency Manager; and (ii) provide updates to catalogue items as required, while conforming to the Customer Authority's requirements and good practice for Service Catalogue Management.

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Reference ID	Requirement
PSN-C/R/AMR/SDSCM/002	The Contractor shall assist and co-operate with the Agency Manager and the Customer Authority in the provision of a definition for each Service Catalogue entry to ensure the entries are comprehensible, accurate and consistent.
PSN-C/R/AMR/SDSCM/003	The Contractor shall monitor the currency of the relevant catalogue items within the Service Catalogue maintained by the Agency Manager and ensure that: (i) where required, updates to the Service Catalogue are made on an at least monthly basis; and (ii) that retired Catalogue items are removed from the Service Catalogue.
PSN-C/R/AMR/SDSCM/004	The Contractor shall engage with its suppliers and Sub-contractors that provide the Contractor's catalogue entries to ensure that end of life and end of support dates are clear, and that replacement items are tested and made available in the Business Service Catalogue, (following Customer Authority approval) as maintained by Agency Manager.
PSN-C/R/AMR/SDSCM/005	<p>The Contractor shall ensure that any catalogue entries made to the Business Service Catalogue (as maintained by Agency Manager) contain (but are not limited to):</p> <ol style="list-style-type: none"> <li>1. An unambiguous definition of the product or service;</li> <li>2. The one -time cost (where applicable) of delivering and implementing the product or service;</li> <li>3. The monthly cost (where applicable) of maintaining and supporting the product or service;</li> <li>4. Estimated time to deliver the product or service to the End User from the time that the Service Catalogue request is authorised by the Customer Authority; and</li> <li>5. End of life date (where applicable).</li> </ol>

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**5.2 Service Level Management**

The Service Level Management Process ensures that the agreed levels and standards of service is provided for all Services and that all future Services are delivered to agreed achievable targets.

Reference ID	Requirement
PSN-C/R/AMR/SDCSLM/001	The Contractor shall assist and co-operate with the Agency Manager and the Customer Authority in the development of the Systems of Measurement Reference document. This document shall contain details of how Service or ICT Environment performance will be captured, analysed, measured and reported for each of the Services provided by the Contractor. The first version of this document shall be provided by the Contractor to the Customer Authority no later than 40 days from the Effective Date.
PSN-C/R/AMR/SDCSLM/002	The Contractor shall provide the Agency Manager with all Management Information and data required to evidence the achievement of Service Levels and Key Performance Measures set out under Appendix 4 (Service Levels and Related Remedies).
PSN-C/R/AMR/SDCSLM/003	Within five (5) Working Days of a request from the Agency Manager, the Contractor shall provide to the Agency Manager: (i) Service Improvement Plans upon request; and (ii) where a Service Level has not been achieved, exception reports.
PSN-C/R/AMR/SDCSLM/004	The Contractor shall: (i) review Management Information for each Service Measurement Period and produce trend analysis and management summaries to identify performance trends and potential performance opportunities and improvements; and (ii) provide such analysis and management summaries to the Agency Manager upon request.
PSN-C/R/AMR/SDCSLM/005	The Contractor shall meet or exceed the Service Levels, Service Level Targets and Key Performance Measures as defined within Appendix 4 (Service Levels and Related Remedies).
PSN-C/R/AMR/SDCSLM/006	The Contractor shall assist and co-operate with the Agency Manager to ensure that Service performance measures are included within the design of current and future new or improved Services
PSN-C/R/AMR/SDCSLM/007	The Contractor shall assist and co-operate with the Agency Manager to ensure that new Service Levels are demonstrated prior to the relevant Service Operational Commencement Date for the purpose of determining whether the expected performance or standard of service is achievable.
PSN-C/R/AMR/SDCSLM/008	The Contractor shall assist and co-operate with the Agency Manager to ensure the capture, collation and provision of information relating to Service Levels for the Services and to make such information available to the Customer Authority both in real time and as per the relevant measurement periods set out Appendix 4 (Service Levels and Related Remedies).

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Reference ID	Requirement
PSN-C/R/AMR/SDCSLM/009	The Contractor shall assist and co-operate with the Agency Manager to undertake twice-annual Service Reviews to assess and review the performance of the Contractor against the Service Levels and Service Level Targets set out in Appendix 4 (Service Levels and Related Remedies) and promptly make the results of such Service Reviews available to the Customer Authority.

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**6. Continual Service Improvement**

The purpose of Continual Service Improvement is to create and maintain value in the design, introduction, operation and use of the Services.

Reference ID	Requirement
PSN-C/R/AMR/CSI/001	The Contractor shall identify opportunities to continually improve the Processes and Services, and when instructed by the Agency Manager, shall assist and co-operate in the implementation of such improvement opportunities
PSN-C/R/AMR/CSI/002	The Contractor shall review, comment and agree the Service Improvement Plan with the Agency Manager and the Customer Authority.
PSN-C/R/AMR/CSI/003	The Contractor shall provide monthly updates relating to the Service Improvement Plan to the Agency Manager in a format agreed with the Agency Manager.
PSN-C/R/AMR/CSI/004	The Contractor shall contribute toward the Continual Service Improvement Programme (CSIP) managed by the Agency Manager by presenting service improvement opportunities for inclusion within the CSIP.
PSN-C/R/AMR/CSI/005	The Contractor shall discharge obligations set out in the Service Improvement Plan to ensure that the CSIP is implemented effectively in accordance with the Continual Service Improvement Policies, Processes and Procedures of the Agency Manager.
PSN-C/R/AMR/CSI/006	The Contractor shall: (i) address non-compliance with both the Contractor's and the Agency Manager's Policies and Procedures related to the Contractor Solution, with the objective of avoiding further non-compliance; and (ii) report all such activities and agreed remedial plans with the Agency Manager.
PSN-C/R/AMR/CSI/007	As may be required by the Agency Manager, the Contractor shall ensure that it has the ability to differentiate between: (i) urgent corrective action required to improve failing delivery of the Services; and (ii) candidates for Service Improvement.

**7. Information Security Management**

All Service Requirements relating to this section are presented for completeness within Schedule 2.2 (Security Requirements and Plan).

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**PART B: CONTRACTOR SERVICE DESCRIPTIONS**

**1. Introduction**

- 1.1. This Part B of Appendix 3 describes how the Contractor Solution shall comply with all of the Service Requirements set out in Part A of this Appendix 3.
- 1.2. The Contractor shall provide the Services without any disruption to the Customer Authority and its End Users, save as otherwise set out in the Agreement or as agreed in the PPP's.
- 1.3. The Contractor shall supply the Services to meet the Customer Authority's Service Requirements.
- 1.4. A summary of the Contractor Solution is set out below under this Section 1.4:

***The CPS claims an exemption from publishing this information under Section 40 of the FOI Act 2000***