



# **DEFENCE TARGETING TOOLSET (DTT)**

## **STATEMENT OF WORK (PART 2): DTT SUPPORT SERVICES**

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## 1. INTRODUCTION

### 1.1 General

1.1.1 This Statement of Work (SoW) sets out the DTT software support services requirements to be performed by the Contractor to sustain the operational effectiveness of the DTT software capability.

### 1.2 Statement of Work

1.2.1 The support services described by this SoW shall be provided by the Contractor for the DTT Software during the period commencing 4 Jul 2020 until 30 April 2024 under Item 1 of the Schedule of Requirement (SoR) in the Contract.

1.2.2 This SoW follows-on and supersedes support previously provided under Annex B of prior Contract (ArtySys/00305) and is a dependency for the DTT Software Upkeep & Release programme at Item 1 of the SoR under the Contract, which is described in the SoW at Annex A1.

1.2.3 This Statement of Work shall constitute a 'Specification' for the purposes of the Contract.

### 1.3 Assumptions, Dependencies & Constraints

1.3.1 DTT software will be deployed on live Defence infrastructures. This is currently known to be DII(F)(S), OEHE & LBS. Deployment onto NSoIT infrastructure will be a design consideration only.

1.3.2 Should the NSoIT Technical Baseline be identified during the period of performance of this SoW, it will be issued as GFX to the Contractor. Any software baseline testing, software modification, or subsequent onboarding activity will be subject to TAF action.

1.3.3 DTT v42.2 may be deployed on DII(LD) until such time as NSoIT(D) has entered Service, with the current version of DTT hosted and available to deployed users. It is assumed that DTT v42.2 will be supported until NSoIT(D) IAtO is granted, subject to the constraint identified in 1.3.6 below.

1.3.4 Where reference is made to 'live infrastructure(s)' herein it shall, unless specifically stated otherwise, include all the host infrastructures stated in Paragraph 1.3.1 above.

1.3.5 The Contractor shall maintain a single version of DTT software that will run on all live infrastructures at any point in time. It is recognised that different builds of DTT will be supported (current Gold Release on-boarded, Gold Release awaiting on-boarding and Engineering/Gold Release currently in work) given the expected delay between that delivered for operation/training and that retained for use on any of the host systems.

1.3.6 Level 4 Reach-back Support is for the scope of the currently fielded version of the DTT software at any point during the period of performance. Support to DTT versions 52.5 and earlier shall no longer be provided after 31 December 2020, with the exception of 52.5 which will be supported for a period of six months from the Battle Lab, utilising the JBoss licences owned by the Authority.

1.3.7 Documents and standards listed in the Contract Terms and Conditions to the Contract are applicable to this SoW and the activities described herein.

**2 DEFINITIONS**

The following Definitions shall apply to this Statement of Work in addition to those defined in the Contract.

- 1) “Incident” - an unplanned interruption to an IT Service or reduction in the quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident
- 2) “DTT incident” - an issue or fault with the DTT capability that prevents the DTT Users and/or the DTT System from functioning correctly, is reported by DTT stakeholders, and is, managed and escalated through the relevant infrastructure service management framework.
- 3) “Problem” - the cause of one or more Incidents.

**3 CONTRACTOR DELIVERABLES**

The Contractor shall supply the following Contractor Deliverables listed in Table below, in accordance with the Contract (SoR Item 1) and the Requirements of this Statement of Work.

Item	Description	Type	Requirement	Due Date 2020 - 21	Due Date 2021 - 22	Due Date 2022 - 23	Due Date 2023 - 24
1	Provision of Support Services to the DTT Software	Service	SoW Section 4.2	04/07/20 to 30/04/21	01/05/21 to 30/04/22	01/05/22 to 30/04/23	01/05/23 to 30/04/24

**4 REQUIREMENT**

This Section describes the Requirements for the supply of the Contractor Deliverables identified in Section 3 above.

**4.1 General**

4.1.1 The period of performance for the work under this SoW shall commence on 4 Jul 2020 and end on 30 April 2024.

4.1.2 During the Period of Performance, and in accordance with the Governance and Authority Support Organisation model, detailed at Appendix 1; the Contractor shall provide support services to perform the activities described below.

4.1.3 The Contractor shall supply, coordinate and manage the availability of Subject Matter Experts (SME) and Suitably Qualified and Experienced Personnel (SQEP) resources necessary to provide a consistent level of support, including delivery of agreed outputs and

artefacts. The Contractor will assure themselves of the SME/SQEP status of assigned individuals, which will not require approval of the Authority.

4.1.4 The Contractor shall support and facilitate boards, committees, working groups and other meetings that underpin activities to deliver the requirements of Sections 4.2 and 4.3 below and others stated herein.

4.1.5 The Contractor shall comply with and execute the work described in this SoW and in any associated approved Ad Hoc Tasks in accordance with the Contractor's latest SEMP (System Engineering Management Plan); CMP (Configuration Management Plan) and the IPMP (Integrated Programme Management Plan).

4.1.6 The Contractor shall provide to the Authority, monthly reports on the progress/status of the support activities required by this SOW.

## 4.2 Support Services - Requirements

This Section describes the activities that shall be undertaken by the Contractor throughout the contracted period of performance to ensure that the objectives of delivering support are achieved.

### 4.2.1 Design Support

4.2.1.1 The Contractor shall provide SQEP to provide Design Support services to the DTT Project. This activity, previously known as the Design Authority role, requires the Contractor to provide technical assurance for DTT. Design Support shall include:

- a) Responsibility for the Design of the DTT software and associated materiel to the requirements of the Contract;
- b) Preparation, updating and custody of specifications, drawings and other data associated with the design of the materiel;
- c) Submission of reports, as required, on progress of the work;
- d) Maintaining an appropriate certificate of design for the DTT Software
- e) Maintaining the necessary technical publications;
- f) Collaboration with the relevant DTT Project Team and other agencies in the preparation and provision of information for maintenance of the materiel.

4.2.1.2 The support activities listed above apply to the planned releases of DTT Software during the contract period of performance (see SoR item 1, and the SoW at Annex A).

### 4.2.2 Obsolescence Management

4.2.2.1 The contractor shall implement an agreed Obsolescence Management Plan (OMP) that is based on a proactive Obsolescence Strategy using the guidelines established in the Defence Logistics Framework (formerly JSP 886 Volume 7, Part 8.13 Obsolescence Management). The Obsolescence Management Plan (OMP) shall include as a minimum:

- a) The ongoing identification and review of obsolescence concerns and issues over the entire period of the contract.
- b) Identification of mitigation action of obsolescence concerns over the entire period of the contract.
- c) Identification of resolution action of obsolescence issues.

4.2.2.2 The Contractor shall proactively identify and report obsolescence issues relating to the DTT Software, to the Authority. This shall include a recommendation by the Contractor for mitigation. Resolution of these obsolescence issues will be managed by the programme's governance process described in Appendix 1.

4.2.2.3 For obsolescence issues associated with the infrastructure upon which DTT is deployed, including the server and client operating environments, software and Office automation products, the obsolescence risk and therefore responsibility for any required resolution lies with the Authority.

4.2.2.4 The Contractor shall be responsible for assessing and advising the Authority of the implications of any issues arising on the hosting infrastructure.

4.2.2.5 For obsolescence issues related to interoperability with other systems and applications the Authority carries the risk. However, each required resolution needs to be considered on its own merits as there will be degrees of benefit to both the Authority and the Contractor<sup>1</sup>.

4.2.2.6 The Contractor shall provide the Authority with obsolescence status briefs, as part of the joint programme reviews.

### **4.2.3 Support to DTT Training Systems:**

4.2.3.1 The Contractor shall provide an administration, initial configuration and trouble-shooting support service to maintain training facilities specifically related to DTT software at the Royal School of Artillery at Larkhill (Portable Training Solution).

4.2.3.2 Response times shall be in accordance with the BattleLab DTT Contractor-Authority Service Level Agreements (See Appendix 2 herein), to allow systems to be available and functional to the latest software release standard.

4.2.3.3 For each Annual Gold Disk Release of the DTT Software (see the SoW at Annex A to the Contract); the Contractor shall provide and present a report to the Authority highlighting the differences in User-facing functionality, including installer and administrator functions, made to the DTT software since the last Gold Disk Release, to enable the Authority to readily assess any required changes to the DTT training capability (materiel and soft/hardware). Any update of the infrastructure of the DTT training capability is outside the scope of this SoW.

4.2.3.4 The Contractor shall update the above-mentioned training systems in Q4 of each year during the Period of Performance to reflect the Gold Disk Release of the DTT software for the respective year, in accordance with a plan agreed with the DTT Capability Owners Meeting. The timing of the update should be coherent with the expected Interim Authority to Operate (IAto) approval for the DTT Software Release for the respective year.

4.2.3.5 The Authority will be responsible for the following elements of the DTT Training Systems:

- a) Funding & purchase of COTS software licences/subscriptions.
- b) Transport of DTT Training Systems to BattleLab (if required).

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<sup>1</sup> Dependent on whether DTT remains a MOD-only application, or if it purchased or adopted by other Nations.

- c) Facilitating Contractor access to DTT Training Systems.
- d) Repair & maintenance of DTT Training Systems hardware.
- e) Support for Train the Trainer (TtT) and Maintainer training.

**4.2.4 DTT Battle Laboratory (DTT BattleLab)** The DTT Battle Lab is a multifaceted working environment where the systems and resources are used to (where required) test, demonstrate, train and support the DTT application. It is also required to provide Level 4 Reach-back support by enabling fault finding and analysis.

4.2.4.2 The Contractor shall provide technical management and co-ordination of the maintenance of the DTT mission IT systems (computer hardware/software/firmware) plus documentation at the DTT BattleLab located at the MoD facility in Waterloo Lines (Land Warfare Centre) Warminster. It shall be available for use, functional and be updated with latest DTT Software release to enable normal working and testing to be conducted.

4.2.4.3 The following activities shall be performed by the Contractor:

- a) Provision of periodic System Snapshots/Backups of DTT systems, defined as;
  - i. Test Sub-system.
  - ii. Demo Sub-system.
  - iii. Development Sub-system.
  - iv. Training Sub-system.
- b) Implementation of Operating System patches and hot-fixes as required for DTT-owned infrastructures;
- c) Assess and identify BattleLab hardware expected lifespan and obsolescence timelines;
- d) Assess host infrastructure baselines (DII-F, OEHE, NSoIT, Legacy Blue System) to identify expected lifespan and obsolescence timelines that will impact DTT. The Authority will provide access to infrastructure representatives to enable this task.
- e) Maintain and configure BattleLab racking to include enabling of electrical safety testing through liaison with the Authority's site facilities management contractor (Aspire);
- f) Maintain and update documentation for the BattleLab, including the following items;
  - i. Test Sub-System documentation.
  - ii. Demo Sub-System documentation
  - iii. Development Sub-System documentation.
  - iv. Training Sub-System documentation
  - v. Rack layout diagrams for DTT systems.
  - vi. Equipment locations by rack/serial no. for DTT systems
  - vii. Logical diagrams of systems connectivity for DTT systems.
  - viii. Maintain Contractor R0 data link;
  - ix. Support to equipment audits conducted by the Authority;
  - x. Support to DTT system configuration/re-configuration
  - xi. Reconfiguration of DTT systems listed at 4.2.4.3 a) i-iv (where applicable) to support military exercises where DTT is not already integrated onto the Host Infrastructures
  - xii. Reconfiguration of DTT Test Sub-system to provide a facility for SME's drawn from the DTT user community to conduct General and Usability testing of the DTT software. It will also provide a facility to support the contractor when conducting product testing.

4.2.4.4 In addition the Contractor shall co-ordinate the Authority’s external infrastructure engineers to baseline, configure and maintain the DTT BattleLab Reference Infrastructures and Systems (listed below), including future replacements. The latter of which shall be subject to prior written approval by the Authority subject to an Ad Hoc Task or Contract Amendment. The Contractor shall not be liable for the standard or quality of work undertaken by the Authority’s external infrastructure engineers.

- a) JMNIAN<sup>2</sup>.

4.2.4.5 The Authority will be responsible for the following:

- a) Ownership of the BattleLab facility and all its assets.
- b) Maintenance and administration of the general building infrastructure including Health and Safety (H&S).
- c) Maintaining the MOD offices and associated DII Office IT.
- d) Purchasing of DII licences and computer related hardware via the Authority’s enterprise SLA.
- e) Funding & purchase of COTS software licences/subscriptions.

**4.2.5 Governance**

4.2.5.1 Throughout the period of performance the Contractor shall attend and support DTT project Governance bodies and meetings<sup>3</sup> as stated in the Table 2 below and comply with the Governance process / criteria set out in Appendix 1 herein.

4.2.5.2 In addition the Contractor shall continue to meet its reporting obligations where stated in the Contract.

**Table 2 – Governance Meetings**

<b>Meeting</b>	<b>Frequency</b>	<b>Notes</b>
DTT Capability Owner Meeting (COM)	Bi-Monthly (or more frequently as agreed by the parties)	Chaired by Cap GM SO2
Elective Candidate Change Board (ECCB) – includes sentencing of Observations	Monthly	Chaired by BCM
Support Working Group	Monthly	Chaired by DTT Operations Manager
In-Service Logistic Support Committee (ISLSC) (and its Working Groups)	Annually	Authority chaired and managed
Interoperability Working Group	As required	1 Arty Bde
Exercise Support Working Group	Monthly (frequency adjusted for the exercise season)	Chaired by DTT Operations Manager
Safety Meeting	2 per yr	
Security Meeting	2 per yr	

<sup>2</sup> Joint Multi-National Information Assurance Network

<sup>3</sup> Terms of reference for these bodies are included in appendices.

Infrastructure Integration Working Group	As Required	Chaired by ISS
Joint Project Management Meeting	Quarterly	Joint RSL / ArtySys

**4.2.6 Documentation**

4.2.6.1 The Contractor shall, during the period of performance, maintain and update the DTT Reference Documentation set out in Appendix 4 herein. The Contractor shall maintain all DTT artefacts under configuration control that are essential to accreditation of DTT on an as-required basis, as part of its Design Support responsibilities (see Section 4.2.1).

4.2.6.2 The documentation, including software, shall be in safe and secure storage iaw the Contractors Business Continuity plan.

**4.2.7 Level 4 Reach Back Support**

4.2.7.1 The Contractor shall provide Level 4 Reachback Support during UK office hours i.e. between 09:00 to 17:00, Monday to Thursday and 09:00 to 13:00, Friday only during Business Days as defined at DEFCON 501.

4.2.7.2 The Contractor shall record Observation data and support trend analysis within the ISLSC<sup>4</sup>. To enable this, the Authority will facilitate access to log files from hosted DTT when possible.

4.2.7.3 The Contractor shall support the identification of workarounds to sustain the capability, in the event that reported incidents, requiring software modification, cannot be quickly resolved.

4.2.7.4 The Parties shall report on Performance Indicators identified in Appendix 3 Part 2.

**4.2.8 Safety, Security & Reliability**

4.2.8.1 The Contractor shall review Safety Programme Plan and update the Safety Case Part 2 annually or per Gold Disk software release (see contract Annex A SoW Part 1), whichever occurs first.

4.2.8.2 The Contractor shall attend Security & Safety meetings defined in Table 2 above, at a MOD establishment, at the frequencies specified.

4.2.8.3 The Contractor shall maintain the validity, approval and accreditation of safety, security and quality documentation, operator manuals (User Guides) as well as other design artefacts and Configuration Items (CIs) in line with development and release of the DTT application software; as listed in Appendix 4 herein.

4.2.8.4 The Contractor shall provide a measure of DTT reliability based on usage and problems reported and report the outcome to the ISLSC with a comparison against reliability targets in a Support, Supportability and Reliability Case Report (see Appendix 4 item 6.4) when statistically significant.

**4.2.9 DTT Software Support to Host Infrastructure(s)**

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<sup>4</sup> In Service Logistics Support Committee – A quarterly meeting chaired and managed by the DTT Ops manager.

4.2.9.1 The Contractor shall provide DTT Software support to systems integration on all hosted infrastructures (listed below) for the Annual release of the DTT 'Gold Disk' (see contract Annex A SOW Part1) and any interim releases agreed by the Authority and the Contractor. Integration of the DTT Software is at the direction of the Infrastructure Integration Working Group.

- a) SUKEO fixed host infrastructure DII fixed and OEHE.
- b) NATO Secret/Mission Secret host infrastructure LBS.
- c) Portable Training Solution (Larkhill).

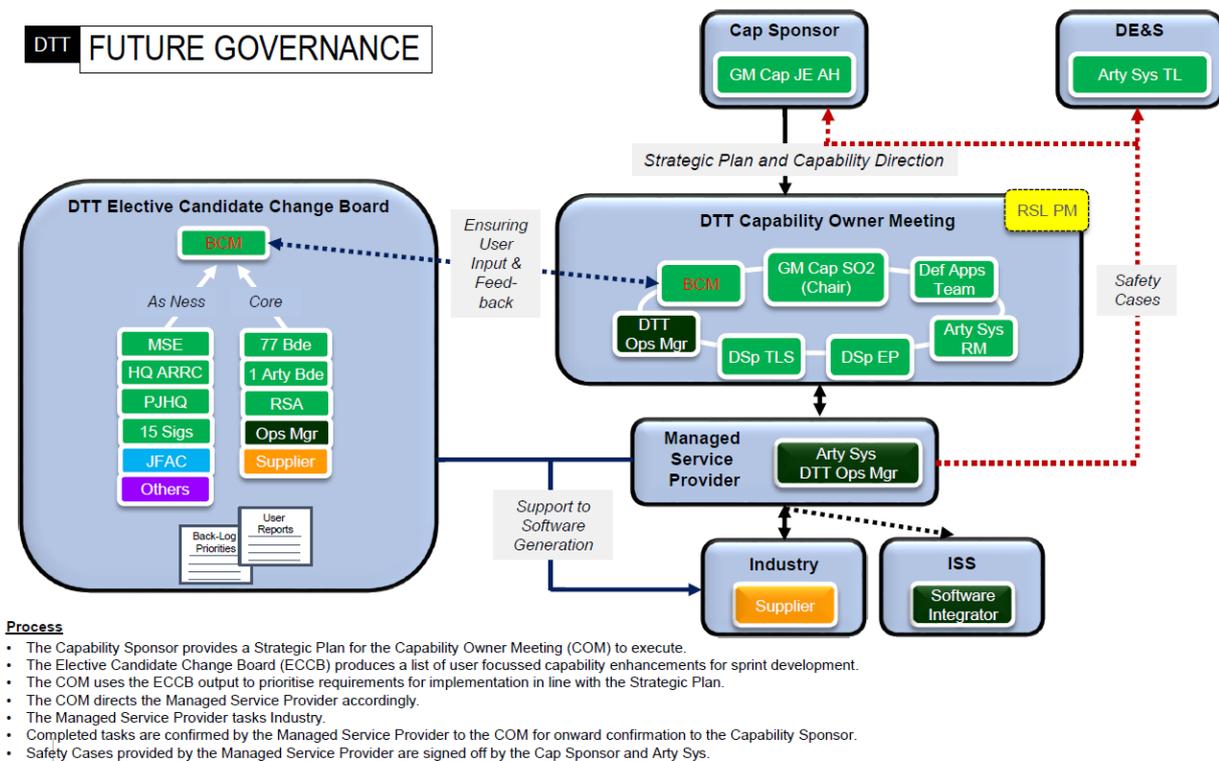
4.2.9.2 In addition the Contractor shall attend/support the Infrastructure Integration Working Groups as identified in table 2 to ensure successful on-boarding of the DTT software on to the infrastructures detailed at paragraph 4.2.9.1.

## APPENDIX 1 – DTT SUPPORT GOVERNANCE

### A1.1 Introduction

Change to DTT is directed and managed by a number of governing Boards and Committees described in Annex A to the Fielding Plan for DTT and shown in figure A1 below. There are additional committees and working groups which contribute to the change process and have a Contractor contribution. These are described in section A1.2 below:

**Figure A1:** Governance Model as set out in the DTT Fielding Plan



### A1.2 Joint Working Groups

There are four joint working groups which inform the governance process as follows:

A1.2.1 The DTT In-Service Logistic Support Committee (ISLSC). The aim of the ISLSC is to identify, enable and manage the activities required to support the DTT operational capability throughout the duration of the DTT Capability In service phase. The scope of its activities and its terms of reference are published in document ref. DTT/18/ISLSC/01.

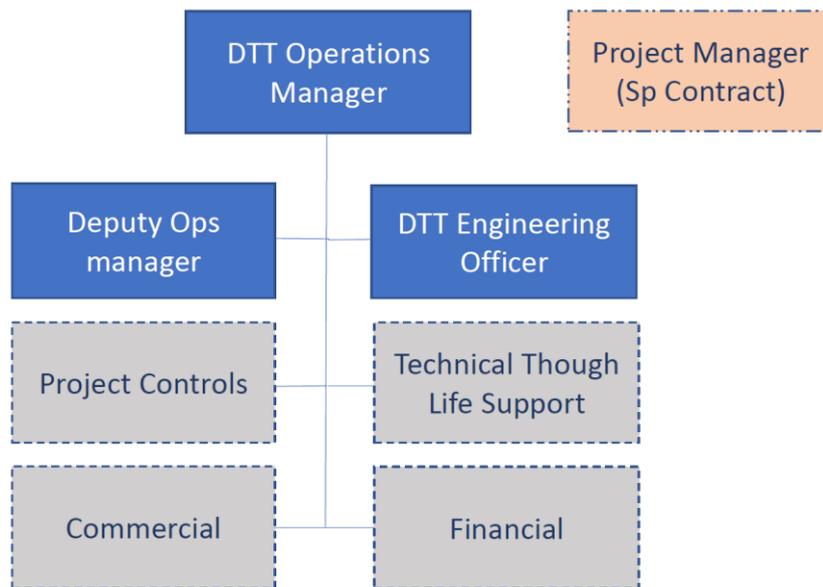
A1.2.2 Security Working Group (SWG). A joint security working group consisting of the Authority, the Contractor and other stakeholders as invited e.g. the DTT MOD Accreditor, Infrastructure host authority members. The Security Working Group in conjunction with the accreditor and other interested stakeholders sign off any changes that affect the security of the DTT application.

- A1.2.3 Safety and Environmental Forum – This is a working group that reports to the DTT Project Safety and Environmental Panel (SEP), which meets to monitor and agree progress of the DTT safety activities.
- A1.2.4 Elective Candidate Change Board (ECCB). The ECCB has a high level of delegated Authority from the Capability Owners Meeting (COM) for reviewing all observations raised against DTT, assigning appropriate categories and priorities for their resolution and formulating software requirements for DTT’s update in the forthcoming software sprints.
- A1.2.4 Other meetings as identified in Table 2 above and other meetings as may be set up to address specific issues of a non-recurring nature.

**A1.3 Support Process**

- A1.3.1 The Authority support team, as detailed in Figure A2 below, manage the day to day activities for providing support to DTT.

**Figure A2: Authority Support Team**



- A1.3.2 The Authority Support Team will be based in the DTT BattleLab (DBL) at Waterloo Lines in Warminster.
- A1.3.3 The DBL is the centre of gravity for DTT support; the facilities it provides will include infrastructures for testing, demonstration and training as well as a configurable infrastructure that is as representative as possible of the host infrastructures. In addition there is currently a mega-bit data link providing a direct connection to the Contractor.
- A1.3.4 All incidents raised by the User will be filtered through support levels shown in Table A1 below. All incidents escalated to Level 4 will be recorded at the DBL by the Authority. The record of incidents and problems will be shared with the Contractor for their own assessment and analysis.

A1.3.5 The following levels of support designate where repair and maintenance action will take place, in the context of DTT and are further described in the table below.

- a) Level 1: Forward deployed, generally at the User location.
- b) Levels 1 to 3: Authority responsibility.
- c) Level 4: UK based, the fixed premises of the Authority or Contractor.

**Table A1 – Levels of Support**

	Fixed (Firm Base)	Deployed
<b>Level 1 Support</b>	<i>Level 1 Support (Firm Base, on exercise and in the deployed space) will be provided by the DTT operators and systems managers, and will involve basic functional checks, simple System Manager or Operator Maintenance tasks as specified in the User handbooks.</i>	
<b>Level 2 Support</b>	<i>DTT Level 2 support for Fixed UK Secret users provided by Fujitsu staff in Basingstoke. DTT users should contact the Fujitsu OEHE team by calling the SPOC and then selecting OEHE. Fujitsu staff will determine if the issue is related to the OEHE infrastructure or the DTT application. DTT issues that cannot be resolved at Level 2 will be escalated to the Level 3 cell within the OEHE team.</i>	<i>DTT Level 2 deployed support is provided by local deployed Service Desk staff, who will determine whether the issue is related to the local node host infrastructure or the DTT application. DTT issues that cannot be resolved at Level 2 will be escalated to the ARRC ISOC for LBS or the DSMT for DII-LD.</i>
<b>Level 3 Support</b>	<i>The OEHE Support Team Level 3 cell will attempt to resolve the DTT issue using the knowledge from attending DTT Maintainer Courses, and their knowledge of the OEHE infrastructure. If they are unable to resolve the issue, it will be escalated to the DTT BattleLab for Level 4 Support.</i>	<i>The DSMT or ARRC ISOC will assess the incident to determine if it is an infrastructure issue or DTT application issue. If it is deemed to be a DTT application issue, and cannot be resolved using the knowledge of the DSMT or ARRC ISOC staff it will be escalated to the DTT BattleLab for Level 4 Support.</i>

<b>Level 4 Support</b>	<i>All incidents that are not resolved at Levels 1, 2 or 3 will be escalated to the DTT BattleLab for Level 4 Support. All available information on the incident will be passed to the DTT BattleLab using the host infrastructure service management tools. Incidents will then be process as outlined in DTT SOI A02 – DTT Service Management.</i>
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## APPENDIX 2 – CONTRACTOR SERVICE LEVEL AGREEMENT

**Note:** This appendix forms Annex E to the DTT Battle Lab's Standard Operating Instructions (SOI A02) for Level 4 Support. It sets out the Service Level Agreement (SLA) between the Defence Targeting Toolset (DTT) BattleLab and the Contractor's DTT Software Resolver Group.

### Introduction

1. The purpose of this document is to define the SLA for the Contractor's provision of Level 4 **Incident** and **Problem** management support to the fielded version of DTT.
2. **Service Type Description.** DTT is a distributed application that supports the end-to-end targeting process at Tactical, Operational and Strategic levels. DTT provides a suite of software tools that will enable joint action through effective orchestration, co-ordination and integration of joint fires and influence activities across national and multinational, joint and component levels of command and below.
3. **Service Summary.** The Authority's staff at the DTT BattleLab are responsible and accountable for DTT's level 4 service desk. The Contractor is responsible for supporting the Authority in this endeavour to address software related incidents escalated to it as part of the Authority's incident and problem management activities by providing a Software resolver group.
4. **Contractor's resolver group.** The resolver group is a small multi-discipline core team who have ready access to DTT's wider development team and its SMEs. The resolver group will act jointly with the Authority and other resolver groups to address incidents in a timely manner and address problems in a cost-effective manner. Time-sensitive incidents are envisaged to have a high priority and a high level of Authority direction and management whilst less time sensitive problem management issues are envisaged to have a lower priority with Authority oversight.

### Responsibilities

5. **Both Parties.** Both parties will:
  - a. Participate in DTT In-Service Logistic Support Committee (ISLSC) meetings to review DTT software performance and analyse and review DTT performance on hosted systems. The ISLSC terms of reference are ref DTT/18/ISLSC/01 v0.1.
  - b. Monitor and review performance and agree actions to maintain required performance against this SLA.
6. **DTT BattleLab Responsibilities.** The Authority's DTT BattleLab staff will:
  - a. Co-ordinate all stakeholders and resolver groups to address incidents and problems arising to meet DTT's SLAs.
  - b. Review and prioritise all incidents<sup>5</sup> before escalating to the Contractor with the aim of:

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<sup>5</sup> The notification of operational incidents to the Authority's help desk is predicated on an effective SLA with infrastructure support teams that ensure that all relevant and timely incident/problem information is escalated to them.

- (1) ensuring that all relevant information is available minimising the need for the Contractor to request additional information.
  - (2) minimising the escalation of incidents/problems not within the Contractor's scope.
- c. Alert<sup>6</sup> the Contractor's resolver group to an incident/problem that needs to be addressed via an email or telephone call.
- (1) eMail: DTT.Help@Raytheon.co.uk
  - (2) Phone: 01985 359708

The alert should contain a very brief description of the incident/problem at no higher than OFFICIAL classification; its unique ID, its priority and where details of the incident/problem are to be found. i.e. the infrastructure reporting tool or the Shared Data Environment (SDE), refer to d. below.

- d. Provide incident/problem details to the Contractor's resolver group. Access to incident/problem details will be provided with one of the following:
- (1) access<sup>7</sup> to the infrastructure incident/problem management reporting tool.
  - (2) upload of all relevant information into an incident hopper located in a common area located on the DTT Shared Data Environment (SDE).
- e. Facilitate the acquisition of additional information in support of incident/problem management when prompted by the Contractor's resolver group.

7. **Contractor's 4<sup>th</sup> Line Resolver Group Responsibilities.** The Contractor's resolver group activities following an alert will be co-ordinated by the Contractor's help Desk Point of Contact. This POC will:

- a. Interrogate the email and answer phone with a frequency set with known usage as follows:
- (1) Start of Day (SD) always when in use.
  - (2) Mid-afternoon always when in use.
  - (3) SD + 1 hours and every hour thereafter during periods of high level of usage (i.e. more than 2 instances on operation).
- b. Address an alert with a level of priority, over other tasks in progress<sup>8</sup>, set by the Authority.

Addressing an alert is expected to include some of the following activities:

- (1) Prompt acknowledgement of the alert with any useful reply that may be available from the Contractor's knowledge repository. Acknowledgement will be made through the infrastructure reporting tool or the Shared Data Environment (SDE) as appropriate. The target is 2 working hours (Expected Always)

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<sup>6</sup> It is recognised that initial alerting may occur by word of mouth given the close proximity of Authority and Contractor teams. All such alerts must be followed up with an email or telephone alert.

<sup>7</sup> Access in this context includes physical access to an equipped terminal, access credentials to four persons and training in the correct and pertinent use of the tool.

<sup>8</sup> The resolver team has limited resources to support the BattleLab operations and address arising incidents and problems. Working the product change log will be carried out in a sequence informed by incident/problem priorities. For the absence of doubt picking something up may cause something else being delayed.

(2) Work with the Authority, stakeholders and resolver groups to have the incident/problem assessed<sup>9</sup> by the resolver group commensurate with its allocated priority. The target is 16 working hours. (Expected Always).

(3) Use of BattleLab’s test sub-systems, where necessary, to recreate the incident recorded in furtherance of an incident/problem resolution when the need and opportunity arises.

(4) Access the live systems via remote terminal to perform unobtrusive diagnostics when the need and opportunity arises.

(5) Visit to operational service locations at a UK location to gather information and insight to an incident or problem resolution when the need and opportunity arises. On-Site support will require a notice period of 2 working days.

(6) Add **all problems/incidents** details to JIRA that have a root cause in the DTT software or a fix using a DTT software change.

c) Undertake statistical analysis of incidents using available data to characterise:

- (1) DTT service reliability or availability performance.
- (2) Reliability or availability improvement (trend).
- (3) The Contractor’s Resolver Group performance.

8. **Provision of Service - Support Hours.** The availability of DTT’s software resolver group is determined by whether the provision for the exercise or operation is agreed in advance. by the DTT BattleLab and the Contractor’s Programme Manager. The expected support availability is from 0900-1700 Mon-Thur, and from 0900-1300 Fri (excl Bank Holidays).

9. **Review of the SLA.** The SLA will be reviewed on an annual basis by members of the DTT ISLSC. Any amendments to the SLA are to be agreed jointly by the Authority and Contractor and if necessary, subject to appropriate amendment(s) to the Contract.

10. **Service Reviews.** A review of performance against the agreed level of service will be managed through periodic ISLSC Meetings. The ISLSC meetings will be held on a quarterly basis and chaired by the DTT Operations Manager (OM). Performance of the DTT SLAs will be included as a standing agenda item.

11. **Change Control.** Changes to the SLA are to be determined and managed by the DTT ISLSC for endorsement by the DTT Capability Owner and any changes will be recorded in the RoDs of the DTT ECCB.

12. **Termination of the SLA.** This SLA is held in abeyance when DTT is not in service and can be terminated by the mutual agreement of the parties.

13 **SLA Contact Details:**

Authority Service provider Contacts			
Name	Post	Email	Phone
Details maintained in the active copy	DTT Operations Manager	Details maintained in the active copy	
Details maintained in the active copy	DTT Deputy Ops Manager		

<sup>9</sup> The outcome of the initial assessment at this point is expected to outline the plan for a complete assessment to resolve the incident or problem when resolution is not possible in the initial period.

<b>Authority Working Level Contacts at the BattleLab</b>			
<b>Name</b>	<b>Post</b>	<b>Email</b>	<b>Phone</b>
Details maintained in the active copy	DTT Operations Manager	Details maintained in the active copy	
Details maintained in the active copy	DTT Engineer		
<b>Contractor Service Provider Contacts</b>			
<b>Name</b>	<b>Post</b>	<b>Email</b>	<b>Phone</b>
Multi-user	Contractor Help Desk Point of Contact.	DTT.Help@Raytheon.co.uk	01985 359708
Carl Dodd	Contractor DTT Project Manager	carl.dodd@raytheon.co.uk	01279 407158
Stephen Paul	Contractor DTT ILS Manager	Stephen.paul@raytheon.co.uk	01279 407884

Should difficulties with this SLA arise at a technical level which cannot be resolved between the Technical Contacts the matter should be escalated to the DTT ISLSC in the first instance.

**APPENDIX 3 – PERFORMANCE INDICATORS**

The following measures of performance concerning the Contractor’s resolver group will be monitored by the Contractor and reported to the In-Service Logistic Support Committee.

**Performance Indicator 1: Incident Acknowledgement**

On receipt of an alert that an incident (observation) has been escalated to the Contractor’s Help Desk, the Contractor shall provide prompt acknowledgement of the alert with any useful reply that may be available from the Contractor’s knowledge repository. Acknowledgement will be made through the relevant infrastructure reporting tool or the Shared Data Environment (SDE) as appropriate. The target for the acknowledgement reply is 2 working hours with the Contractor’s performance to be measured in accordance with the following table:

Serial	Percentage acknowledged and replied to within 2 hours		Performance	Remarks
	Moving Average of 20 observations when number of Observation > than 20	On a monthly basis until number of observations > 20,		
(a)	(b)	(c)	(d)	(e)
1	>95%	>70%	Excellent	Meets SLA expectations
2	>90%	>65%	Very Good	
3	>85%	>60%	Good	
4	<85%	<60%	Below standard expected	Does not meet expectations. Contractor will be asked to apply more resource to this task at no cost to the authority.

**Performance Indicator 2: Incident Investigation / Classification**

Following escalation of an incident (observation) to the Contractor resolver group, the Contractor shall work with the Authority, stakeholders and other resolver groups to have the incident/problem (observation) assessed and inform the Authority of the observation arising, including provision of the following information:

- a) a Software issue with a suitable work around where possible and the reference number of the issue raised on JIRA.
- b) a probable infrastructure issue with probable cause for the Authority to pass on to appropriate stakeholder.

The target for the Contractor's response is 16 working hours. If there are several concurrent incidents, the Contractor will be tasked to investigate in priority order. The allotted 16 working hours will only start from the moment the Contractor's Help Desk commence each incident in priority order. The Contractor's performance will be measured in accordance with the following table:

Serial	Percentage investigated and classification of cause determined within 16 hours		Performance	Remarks
	Moving Average of 20 observations when number of Observation > than 20	On a monthly basis until number of observation > 20,		
(a)	(b)	(c)	(d)	(e)
1	>95%	>70%	Excellent	Meets SLA expectations
2	>90%	>65%	Very Good	
3	>85%	>60%	Good	
4	<85%	<60%	Below standard expected	Does not meet expectations. Contractor will be asked to apply more resource to this task at no cost to the authority.

### Performance Indicator 3: User Satisfaction

The Contractor will produce a report on a quarterly basis, to coincide with the Quarterly Joint Project Management Meeting. This will be in response to the Authority having issued questionnaires in a timely manner, stating a deadline for meaningful feedback and declaring responses to the contractor from a statistically relevant percentage of the DTT user community at least one Month prior.

Based on the current CONUSE, and in order to contain the effort required to analyse and collate a response, a maximum of 16 personnel (5%) of the user community will be surveyed at any one time. A minimum of five individuals are required to submit feedback for the metric to be relevant and if the total responses received <5, the details will not be issued to the contractor for analysis.

The user community must agree to completing questionnaires immediately following each Exercise, Operational Deployment or Training Event. The results will be submitted to the DTT Delivery Team and then validated by the DTT Exercise Working Group Committee before being submitted to the contractor for further analysis.

The Customer feedback survey will include, as a minimum, the following customer satisfaction (CSAT) questions:

- **What is your overall impression of DTT?**
- **Are you content with the number of defects within the current version of software?**
- **Are you content with the stability of the software when in use?**

Customer satisfaction score (CSAT) will be rated on a scale of one to five. Users of the DTT software will be asked to rate their satisfaction as:

1) very unsatisfied, 2) unsatisfied, 3) neutral, 4) satisfied, and 5) very satisfied.

Once enough responses have been gathered, all individual customer's CSAT score will be added together before being divided by the total number of respondents to provide the overall CSAT score.

The survey will also include, as a minimum, the following Net Promoter Score (NPS) question:

- **Would you recommend the latest release of the DTT software to others?**

Net Promoter Score (NPS) responses will be measured on a scale of 0 to 10, with 0 being the least likely, and 10 being the most likely.

Those who answer 9 or 10 are considered "promoters," meaning they display behaviours that indicate they are likely to recommend the product to others. Those who answer 7 or 8 are "passives," meaning they don't have strong emotions either way. And those that score 6 or lower are "detractors," or those that are more likely to leave, and are also the customers that may potentially dissuade others from using the software.

NPS will be calculated as follows:

- Calculate the total percentage of respondents that are promoters
- Then, calculate the total percentage of respondents that are detractors
- Ignore the passives as they don't play into the equation
- Subtract the percentage of detractors from the percentage of promoters
- Then represent that number not as a percentage, but as a whole number

*Example:*

*an NPS survey has 100 respondents, with 60 promoters (60%), 30 passives (30%), and 10 detractors (10%). To get the NPS, one would subtract 10 from 60 (ignoring the 30% that are passives) to come up with 50, and 50 would be the overall net promoter score.*

*It is possible to have a negative net promoter score, which would be the case if there were more detractors than promoters. Because of that, an NPS above 0 is considered "good." A score between 50 and 70 is considered "excellent," and a score above 70 is considered "world-class."*

## Performance Indicator 4: Defects in Production.

The Contractor will produce a report to coincide with and be reported in each Monthly End of Sprint report. This metric will help to identify the number of bugs after a build or release of DTT enters production. The goal is to identify defects during testing but this is not totally foolproof and defects will occasionally occur in the live environment. This metric will help identify potential changes to the testing regime.

When a defect is identified in the fielded version of DTT it will be raised in JIRA and jointly sentenced by the contractor and lead user, in order to identify whether it constitutes a corrective change to the DTT software. Sentencing is considered a precursor to the corrective change being presented to the ECCB for validation. If the ECCB accept the change as corrective it will be recorded as such in the minutes of the ECCB meeting and actively tracked to ensure it is recorded against the DTT incentives baseline.

The defect incentives baseline target figures are jointly agreed by the Authority and Contractor in accordance with Condition 8.5 of the Contract. Status against the current year target shall be updated with new corrective defects and presented in the Monthly End of Sprint report.

The format of this report will be as follows:

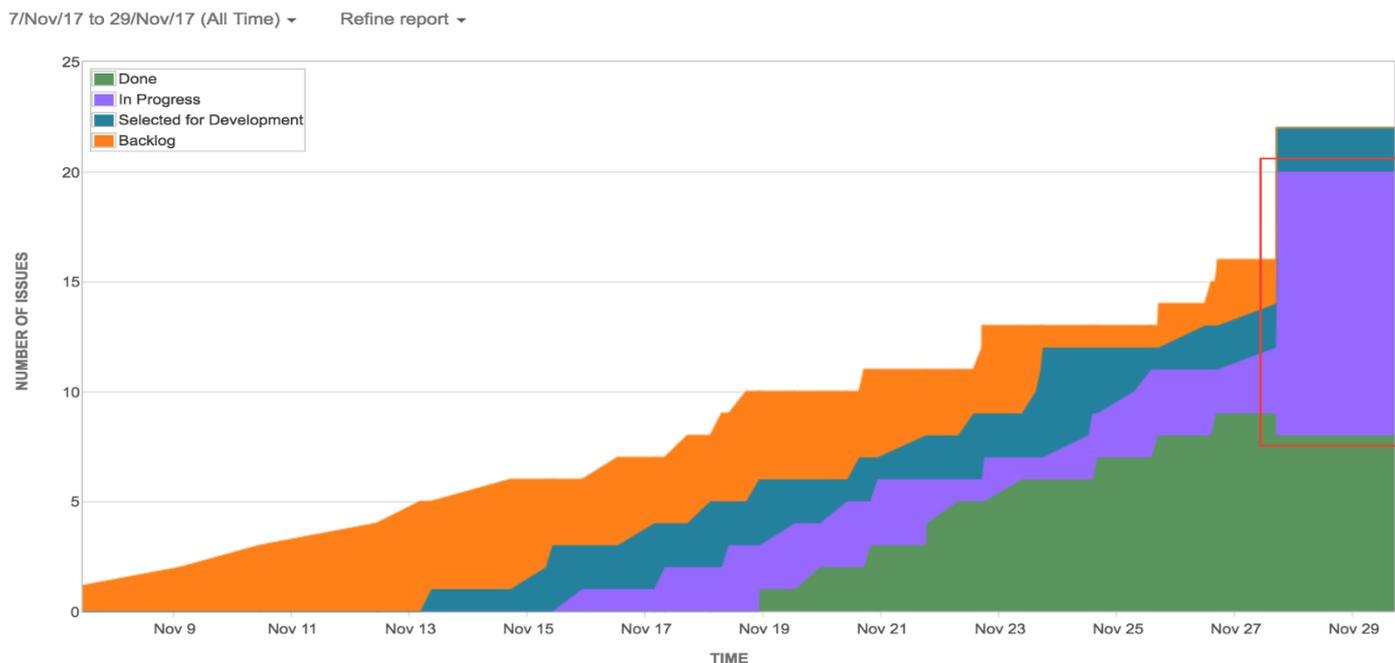
#	Objective Description	Target Yr 1 1/7/20 to 30/4/21	Target Yr 2 1/5/21 to 30/4/22	Target Yr 3 1/5/22 to 30/4/23	Target Yr 4 1/5/23 to 30/4/24
1	Number of Corrective Observations raised & sentenced during Target Year	TBD	TBD	TBD	TBD
2	Number of Sentenced Corrective Observations raised on Military Exercises during Target Year	TBD	TBD	TBD	TBD
3	Number of Sentenced Corrective Observations that are <u>not</u> attached to a User Story in JIRA	0	0	0	0

By tracking these changes the development team and product owner are able to identify weaknesses in the development, acceptance or testing process and implement changes where required. The number of defects reported is a good measure of project processes and development techniques.

## Performance Indicator 5: JIRA Cumulative Flow.

The Contractor will produce a report to coincide with and be reported in each Monthly End of Sprint report. The cumulative flow diagram should look relatively smooth from left to right and is a key resource that will help ensure consistent flow of work across the team. With number of issues on the Y axis, time on the X axis, and colors to indicate the various workflow states, it visually points out shortages and bottlenecks and works in conjunction with Work In Progress (WIP) limits.

The report will be provided using the following format as an example:



This report will identify any blocking issues that may create large backups in the product change log process and starvation in others. It will also identify any unchecked change log growth over time that may be the result of the ECCB or Product Owner not closing issues that are obsolete or simply too low in priority to ever be pulled in.

All issues identified will be reported to the ECCB for further analysis and any resulting rectification action where required.

## **Performance Indicator 6: Team Member Utilisation and Turnover.**

A table titled DTT 2019 Team Activities Utilisation shall be provided by the contractor in each Monthly End of Sprint report. It's purpose will be to show Core Team utilisation and their involvement on the DTT contract working at the levels indicated. The current period is expressed as an 'actual' percentage of FTE engaged and the table will extend to provide an historic view of the staff utilisation.

The document will consist of the following information as a minimum:

- Department,
- Location,
- Resource Name,
- Job Title,
- Monthly Historic and current Utilisation expressed as a percentage (Spanning the period of performance).

In order for the Authority to gauge Team Morale, this information will be supplemented with Scrum team turnover information, including details of personnel leaving or joining the project. This will include details of any significant skill shortages that may impact the DTT project.

Low scrum team turnover can be a sign of a healthy team environment, whereas high scrum team turnover can indicate problems in the following areas:

- the project,
- the organization,
- the work,
- individual scrum team members,
- burnout,
- ineffective product owners forcing development team commitments,
- personality incompatibility,
- a scrum master who fails to remove impediments,
- or overall team dynamics.

**APPENDIX 4 - DTT REFERENCE DOCUMENTATION**

<b>Serial</b>	<b>Document Reference</b>	<b>Document Title</b>
6.1	SENOT6127100	Alerts and Notification Principles
6.2	SEWHP6127100_002	System Logging Principles
6.3	SERRM6127100	Roles & Permissions Matrix
<b>Support</b>		
6.4	LSARR6119700/004	DTT Software Support and Supportability Analysis
6.5	LSSSP6119700	Software Support Plan
6.6	0500-A-015-201	DTT Operating Information
6.7	0500-A-015-522	DTT Installation and Maintenance Instructions
<b>Safety</b>		
6.8	SFSSC6127100-002	Safety Case - Part 2
6.9	SFHAZ6127100/002	DTT Hazard Analysis Report
6.10	SFSPP6119700/000	RSL Safety Programme Plan
6.11	SRRMADS6127100-002	Defence Targeting Toolset (DTT) Risk Management & Accreditation Document Set (RMADS)