ANNEX B
To Contract ArtySys/000305

DEFENCE TARGETING TOOLSET (DTT)

STATEMENT OF WORK (PART 2): DTT SUPPORT SERVICES (2019)

ISSUE: 2.0	**DATED: 23 NOV 2018**

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1. INTRODUCTION

1.1 General

1.1.1 This Part 2 of the Statement of Work (SOW) sets out the Requirements to be performed by the Contractor for DTT software support services to sustain the operational effectiveness of the DTT 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 1st Jan 2019 to 31st December 2019 under Item 2 of the Schedule of Requirement (SOR) in the Contract (ArtySys/00305).

1.2.2 This SOW follows-on and supersedes support previously provided under Annex V of prior Contract (ArtySys/00050) and is a dependency for the DTT Software Upkeep 2019 programme at Item 1 of the SOR under the Contract, which is described in the SOW at Annex A Part 1.

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 Increment 1 software will be deployed on the DII Infrastructure[1] (DII/F and DII/LD). It shall also include the coalition secret Magpie infrastructure and any replacement systems plus training systems.

1.3.2 Where reference is made to DII herein it shall, unless specifically stated otherwise include all the host infrastructures stated in Paragraph 1.3.1 above.

1.3.3 The Contractor shall maintain a single version[2] of DTT software that will run on all 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 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. The scope of this SOW is to support a single fielded version[2] of DTT at any point in time.

1.3.4 Level 4 Support is for the scope of the fielded version of software at any point during the period of performance. Updates to DTT functionality or scope outside

[1] DTT is required to be accessible from the SECRET High variant of DII/F (Fixed: supporting the UK and permanent overseas locations) and hosted on the DII/LD (Land Deployed: scalable instances of the infrastructure to support overseas deployments requiring dependable connectivity to DII/F).
[2] There will be a single version but there will be multiple instances to provide the intended reach at any DII server, node and location.

the Contract, which are not the Contractor liability, may be introduced in accordance with the Ad-Hoc tasking procedure at Condition 2.6 of the Contract.

1.3.5 Documents and standards listed at Annex C of the Contract are applicable to the scope of this SOW and the activities described herein.

1.3.6 The scope and content herein is considered to be the minimum sustainable support as directed by the Army Sponsors. As a result the associated effort and costs are lean. The Authority recognises the implications of such an approach and that tasks will have to be prioritised by the Authority within the limited resources provided by the Contractor.

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 1 below, in accordance with the Contract (SOR Item 2) and the Requirements of this Statement of Work.

Table 1 – Contractor Deliverables

Item	Description	Type	Requirement	Due Date
1	Provision of Support Services to the DTT Software	Services	SOW Section 4.2	31st Dec 2019
2	Provision (by mutual agreement) of Out of Hours Support Services to Military Exercises using DTT Software	Services	SOW Section 4.3	31st Dec 2019

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 1st January 2019 and end on 31st December 2019.

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 including, where mutually agreed , Out of Hours support (Section 4.3) from UK locations.

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 Section 5 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

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;

The support activities listed above apply to the planned releases of DTT Software during 2019 (see SOR item 1, and the SOW at Annex A Part 1).

4.2.2 Obsolescence Management & Reliability

4.2.2.1 The Contractor shall implement a proactive Obsolescence Management strategy in accordance with JSP 886 Volume 7 Part 8.13 (Obsolescence Management). This will be identified in an Obsolescence Management Plan (OMP) which shall include as a minimum:

I. The ongoing identification and review of obsolescence concerns and issues over the entire period of the contract.

II. Identification of mitigation action of obsolescence concerns over the entire period of the contract.

III. 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[3].

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

[3] Dependent on whether DTT remains a MOD-only application, or if it is purchase or adopted by other Nations.

4.2.2.7 The Contractor shall ensure that there that a robust recording system of usage and fault reporting is in place and accurately reports software reliability. This shall be met by the provision of the Level 4 Reachback Helpdesk (see Section 4.2.7).

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 Air Warfare School (Training System) at Cranwell and 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 the Gold Disk Release of the DTT Software in 2019 (see the SOW at Part 1 of 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 in 2018, to enable the Authority to readily assess any required changes to the DTT training capability (materiel and soft/hardware). Any update of the training capability is outside the scope of the core requirement activity.

4.2.3.4 The Contractor shall update the above-mentioned training systems in Q3 of 2019 to reflect the 2019 Silver Disk Release of the DTT software, in accordance with a plan agreed with the DTT Product Owners Meeting. The timing of the update should be coherent with the expected Interim Authority to Operate (IAtO) approval for the 2019 Silver Disk Release

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

a) Funding & purchase of COTS software licences/subscriptions
b) Transport of DTT Training Systems to BattleLab (if required)
c) Facilitating Contractor access to DTT Training Systems
d) Repair & maintenance of DTT Training Systems hardware
e) Reconfiguration of Training System to support Train the Trainer (TT) and Maintainer training

4.2.4 DTT Battle Laboratory

4.2.4.1 The DTT BattleLab 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 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 Battle Lab 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, which are 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 (MAGPIE, DII-F, DII-LD, OEHE, NSoIT, Legacy Blue System) to identify expected lifespan and obsolescence timelines that will impact DTT. The Authority will provide infrastructure representatives available 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;

   1. Test Sub-System documentation
   2. Demo Sub-System documentation
   3. Development Sub-System documentation
   4. Training Sub-System documentation
   5. Rack layout diagrams for DTT systems
   6. Equipment locations by rack/serial no. for DTT systems
   7. Logical diagrams of systems connectivity for DTT systems

g) Maintain Contractor mega-bit data link;

h) Support to equipment audits conducted by the Authority;

i) Support to DTT system configuration/re-configuration;

j) 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;

k) Reconfiguration of DTT Test Sub-system to support test activities (for example, FAT, SAT, SIT, UAT etc).

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 standard or quality of work undertaken by the Authority's external infrastructure engineers.

DTT MAGPIE Representative Node

DATAMAN GIS ServerJMNIAN

4.2.4.5 The Authority will be responsible for the following:

a) retaining ownership of the Battle Lab facility and all its assets.

b) maintaining 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 Interim Support period the Contractor shall attend and support DTT project Governance bodies and meetings[4] as stated in the Table 2 below and comply with the Governance process / criteria set out in Appendix 1herein.

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

[4] Terms of reference for these bodies are included in appendices.

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Table 2 – Governance Meetings

Meeting	Frequency	Notes
DTT Product Owner Meeting (POM)	Quarterly (or more frequently as agreed by the parties)	Chair by Cap GM SO2
Backlog Working Group (BLWG) – includes sentencing of Observations	Monthly	RATDU
Support Working Group	Monthly	Chaired by Service Delivery Manager
In-Service Logistic Support Committee (ISLSC)	Quarterly	Authority chaired and managed
Interoperability Working Group	Bi-Monthly (or more frequently as agreed by the parties)	1 Arty Bde
Exercise Support Working Group	Monthly (frequency adjusted for the exercise season)	Service Delivery Manager
DTT Backup Working Group	Monthly	Chaired by Service Delivery Manager
Safety Meeting	2 per yr	
Security Meeting	2 per yr	
Infrastructure Integration Working Groups (DII-Fixed, DII-LD, Magpie and successor systems)	6 times a year	Chair 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 3 herein. The Contractor shall maintain all DTT artefacts under configuration control that are essential to accreditation and acceptance 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 reach back 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 statistical analysis[5] within the ISLSC. To enable this, the Authority will facilitate access to log files from DII. In order to access the log files the Contractor shall utilise the current operational infrastructure provided by the Authority in the BattleLab.

4.2.7.3 The Contractor shall perform Observation / incident and trend analysis.

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

4.2.7.5 The Parties shall report on the Performance Indicators identified in Appendix 2 Part 2.

4.2.8 Safety & Security

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, and 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 3 herein.

4.2.9 DTT Software Support to Host Infrastructure(s)

4.2.9.1 The Contractor shall provide DTT Software support to systems integration on all hosted infrastructures (listed below) for the Silver Disk 2019 (see contract Annex A SOW Part 1). Release of the DTT Software is at the direction of the Infrastrucure Integration Working Group.

a) DII fixed OEHE
b) DII land deployed
c) Magpie and its replacement Legacy Blue System
d) PTS (Larkhill)
e) Training System (Cranwell)

[5] DTT has engaged in the Application Migration Process to get DTT onto DII. Until a response is received to the Request for Change the data capture and exchange to assist in fault identification and rectification is unknown.

4.2.9.2 In addition the Contractor shall attend/support any continuing meetings arising to ensure successful on-boarding of the DTT software on to the infrastrucures above.

4.2.10 Battle Lab Support

4.2.10.1 The Contractor shall furnish 1 full-time equivalent (FTE) head of suitably qualified and experienced (SQEP) personnel to work under the direction of the Authority's Service Delivery Manager (SDM) to perform the DTT Battle Lab Support activities described in Appendix 4 to this SOW.

4.2.10.2 The resource provided by the Contractor for this requirement shall be limited to the staffing level identified in 4.2.10.1 above. The Authority's SDM shall be responsible for the prioritisation of the work activities and the provision of appropriate direction to the assigned resource to ensure their efficient and effective use during the period of performance.

4.2.10.3 Whilst the Contractor's Battle Lab Support Engineer provides support to the Authority's SDM and works under his direction; the Authority's SDM shall retain overall responsibility and accountability for the delivery of DTT Battle Lab Support.

4.2.10.4 With the exception of the provision of support services in accordance with this section 4.2.10 and defined in Appendix 4; there are no deliverables associated with this SOW requirement.

4.3 Out of Hours (OOH) Support Services

This Section describes the requirements for the provision of Out of Hours Support Services during the Period of Performance.

4.3.1 General

4.3.1.1 In addition to Support Services to be provided within Office hours under Section 4.2 above; Authority may request the Contractor to provide Out of Hours technical support services for Military Exercises during 2019 under Item 2 of the SOR in accordance with the requirements below.

4.3.1.2 The OOH provision may also be used by the Contractor, if directed by the Authority, to undertake any urgent site visits to assess and/or correct any issues arising on the training systems (see Section 3.2.4 above).

4.3.1.3 The 2019 exercise programme is not yet known with regard to DTT deployments. The Contractor will be advised of details as they arise with the aim of at least 60 working days prior notice. The Authority will provide formal notification of the period and request the OOH timing slots.

4.3.1.4 On notification of a request, the Contractor shall confirm whether it can be supported or not. If the request cannot be granted because no spare capacity is available due to resource conflicts with other contract activity, the Authority will

determine the priority and allocation of Contractor resources to support the DTT programme.

4.3.2 Out of Hours Services

4.3.2.1 Out of Hours Support shall be limited to immediate analysis and fault resolution and excludes any bug fixing / software changes. The latter will be noted and dealt with as an Observation.

4.3.2.2 The effort is subject to a limit of liability and associated terms as stated in the Contract. Core support is currently provided as specified in 4.2.7.1 . OOH herein is considered to cover the intervening period outside normal operating hours and over the weekend of the Exercise between 07.00 and 22.00. These periods are the potential maximum. The Contractor will be advised any specific variations to apply at the time of a request.

4.3.2.3 A matrix will be in force based on different categories of DTT functionality to determine priority levels (to be determined and advised to the Contractor prior to commencement of activity). Priority, which will indicate the order the tasks are to be addressed, will be pre-assigned by the MOD DBL team. Level 4 OOH support will be provided via the BattleLab with MOD (L4a) the primary interface and if unable to resolve hand over the task to the Contractor (L4b).

4.3.2.4 The Contractor OOH support (L4b) is expected to be on a phased escalation as follows:

Stage A (Telephone): on call point of contact (poc) who should have the basic knowledge of DTT and is able to provide a solution / initial views, commence analysis or seek further SME input.

Stage B (Office): Use of site terminal (DII-S or Magpie-S terminal at BattleLab) to conduct analysis and either advise the end User or offer a remote resolution.Stage C (Offsite visit): remedial work (see 4.3.2.7 below).

4.3.2.5 If a low priority task cannot be resolved at Stage A then it shall be parked until the normal support core hours commence either latter in the same day or next day under Stage B.

4.3.2.6 The base location shall be the BattleLab at Warminster, however support may, depending on the nature of the problems to be resolved, be required to be delivered on a different site including where agreed, a non-UK site. Any site visit will be a mutual decision by the Parties if it is considered the most effective means of resolving the issue and is in scope of this support. Such arisings may be as a result of infrastructure issues, User difficulties or middle-ware problems.

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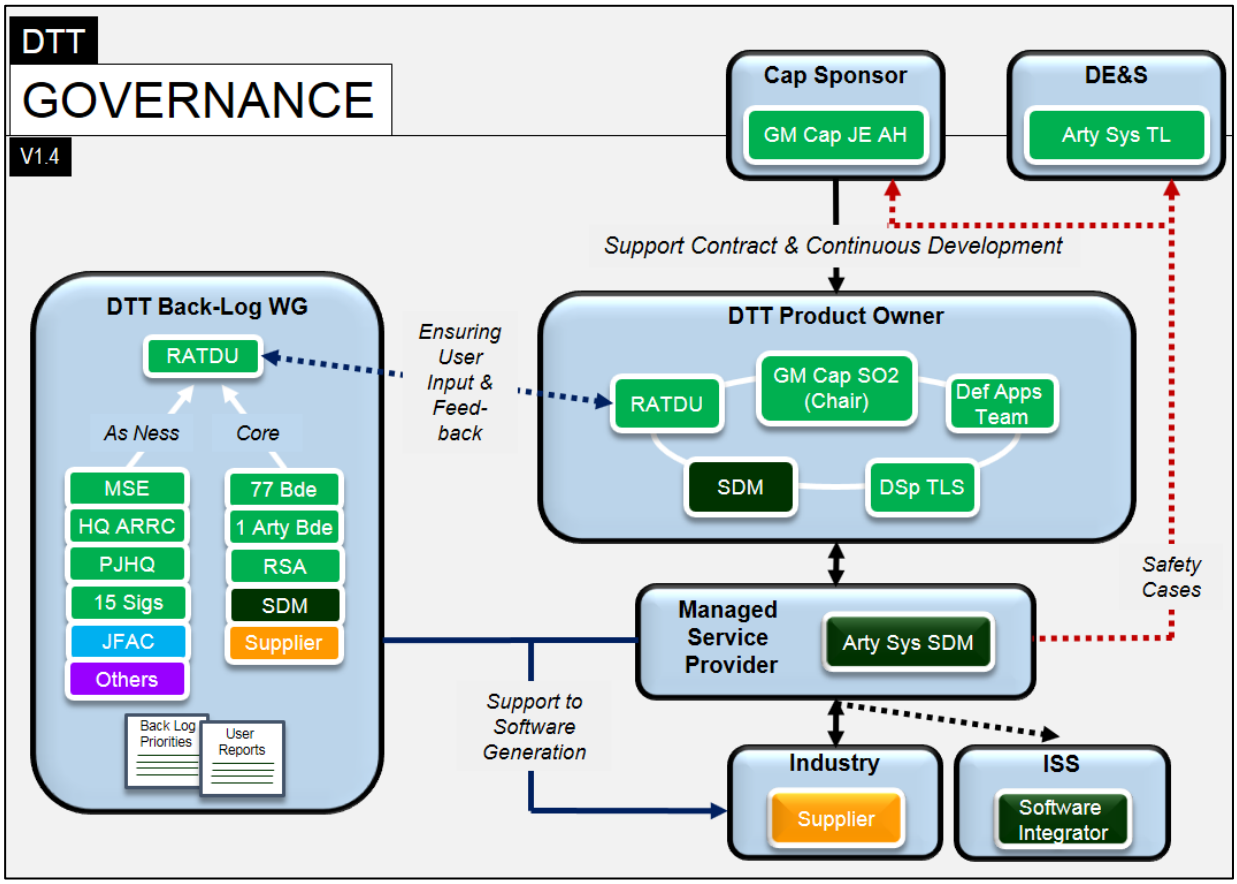
APPENDIX 1 – DTT SUPPORT GOVERNANCE

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. 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 three 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 DTT/18/ISLSC/01 v0.1.

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.

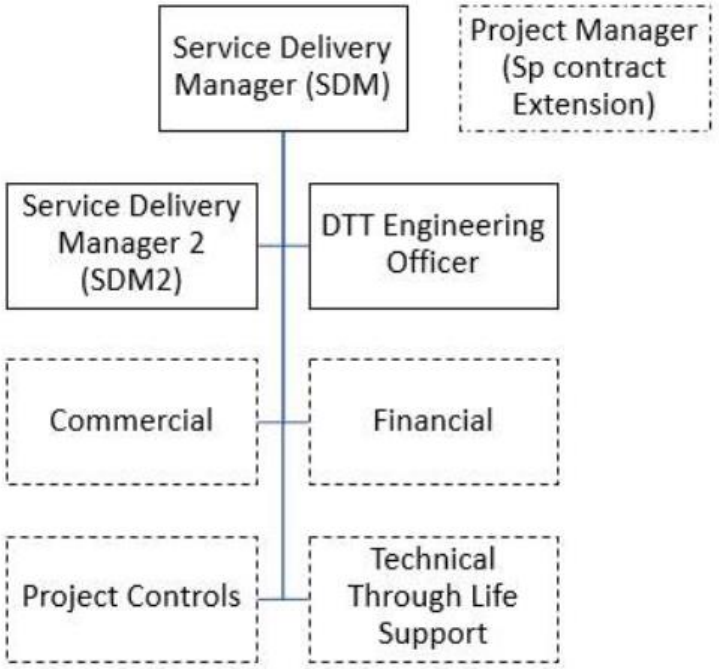
A1.2.3 Safety and Environmental Forum – This is a work group that reports to the DTT Project Safety and Environmental Panel (SEP), which meets to monitor and agree progress of the DTT safety activities.

A1.2.4 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 1 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 Battle Laboratory (DBL) at Waterloo Lines in Warminster.

A1.3.3 The DBL is intended to be 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 will be 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 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.

Level 1: Forward deployed, generally at the User location.

Levels 1 to 3: Authority responsibility.

Level 4: UK based, the fixed premises of the Authority or Contractor.

<table>
<tr><th></th><th>Fixed (Firm Base)</th><th>Deployed</th></tr>
<tr><td>Level 1 Support</td><td colspan="2">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.</td></tr>
<tr><td>Level 2 Support</td><td>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.</td><td>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 MAGPIE or the DSMT for DII-LD</td></tr>
<tr><td>Level 3 Support</td><td>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 Battle Lab for Level 4 Support</td><td>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 Battle Lab for Level 4 Support The</td></tr>
<tr><td>Level 4 Support</td><td colspan="2">All incidents that are not resolved at Levels 1, 2 or 3 will be escalated to the DTT Battle Lab for Level 4 Support. All available information on the incident will be passed to the DTT Battle Lab using the host infrastructure service management tools. Incidents will then be process as outlined in DTT SOI A02 – DTT Service Management.</td></tr>
</table>

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APPENDIX 2
Part 1 - Contractor Service Level Agreement

Note: that this SLA forms Annex E of the Battle Lab's Standard Operating Instruction (SOI A02) for Level 4 Support.

Annex E - Service Level Agreement (SLA) between the Defence Targeting Toolset (DTT) Battle Laboratory 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 fielded 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 DTT Battle Laboratory is responsible for DTT's level 4 service desk. The Contractor is supporting the Authority in this endeavour with a Software resolver group to address software related incidents escalated to it as part of the Authority's incident and problem management activities.

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

4. **Both Parties**. Both parties will:

   a. Participate in regular 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 set out in Annex V to the contract.

   b. Monitor and review performance and agree actions to maintain required performance against this SLA.

5. **DTT Battle Laboratory Responsibilities.** The Authority's DTT Battle Lab 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[6] before escalating to the Contractor with the aim of:

(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[7] 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, 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[8] 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.

6. **Contractor's 4th 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[9], set by that allocated by the Authority. Addressing an alert is expected to include some of the following activities:

[6] 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.
[7] It is recognised that initial alerting may occur by word of mouth given the close proximity of the Authority 's and the Contractor's teams. All such alerts must be followed up with an email or telephone alert.
[8] 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.

(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)

(2) Work with the Authority, stakeholders and resolver groups to have the incident/problem assessed[10] by the resolver group commensurate with its allocated priority. The target is 16 working hours. (Expected Always).

(3) Use of battle Lab's test systems 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) Promote in to JIRA details of **all problems/incidents**[11] 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

7. **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 subject to normal or out of hours support. The decision on normal or out of hours support will be agreed by the DTT Battle Lab and the Contractor's Programme Manager in advance of each exercise of operation. The expected support availability is as follows:

(1) Normal Support. This will be available from 0900-1700 Mon-Thur , and from 0900-1300 Fri (excl Bank Holidays).

(2) Out of Hours Support. Where agreed, this will be available from 0700-2200 Mon-Sun (incl Bank Holidays).

[9] The resolver team has limited resources to support the battle lab operations and address arising incidents and problems. Working the backlog 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.

[10] 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.

[11] Adding to JIRA enters in to the project's change governance process the problem or incident. This and this process alone decides whether and how to address a problem in the long term. For this reason all problems and incidents that have a root cause in the software or a fix through software must be added. The resolver group do not choose what to have considered by not adding to JIRA.

8. **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.

9. **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 Support & Development Manager. 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 Product Owner and any changes will be recorded in the RoDs of the DTT Backlog Working Group (BLWG).

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 Service Delivery Manager	Details maintained in the active copy	
Details maintained in the active copy	DTT Service Delivery Manager 2		

Authority Working Level Contacts at the Battle Lab			
Name	Post	eMail	Phone
Details maintained in the active copy	DTT Service Delivery Manager	Details maintained in the active copy	
Details maintained in the active copy	DTT Engineer		

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Contractor Service Provider Contacts			
Name	Post	eMail	Phone
xxxxx	Contractor DTT Project Manager	xxxx	01279
xxxxx	DTT ILS Manager	xxxxxx	01279

Post	eMail	Phone
Help Desk Point of Contact.	DTT.Help@Raytheon.co.uk	01985 359708

14. 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..

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APPENDIX 2
Part 2 – 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 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.

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 Software issue with a suitable work around where possible and the reference number of the issue raised on JIRA.
- 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 measures 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.

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APPENDIX 3

DTT REFERENCE DOCUMENTATION

Serial	Document Reference	Document Title
6.1	SENOT6127100	Alerts and Notification Principles
6.2	SEWHP6172100_002	System Logging Principles
6.3	SERRM6127100	Roles & Permissions Matrix
	Support	
6.4	LSARR6119700	Software Support 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
	Safety	
6.8	SFSSC6127100-002	Safety Case - Part 2
6.9	SFHAZ6127100/002	DTT Hazard Analysis Report
6.10	SFSPP6119700	RSL Safety Programme Plan
6.11	SRRMADS6127100-002	DII Risk Management Accredition Document Set (RMADS)
6.12	SRRMADS6135500	Portable Training System (PTS) RMADS
6.13	SRRMADS6127110-001	Magpie RMADS

APPENDIX 4

DTT BATTLE LAB SUPPORT

A4.1 The Contractor's DTT Battle Lab Support Engineer shall provide support to the Authority's Service Delivery Manager (SDM) for the following activities:

a. Direct technical and engineering support to the DTT SDM in provision of Service Delivery Tasks.

b. Ad-hoc technical and engineering support to the DTT SDM in the provision of General Support to the DTT Project.

Tasks which the DTT Battle Lab Support Engineer may be directed by the Authority's SDM to undertake in these areas, are detailed below:

A4.2 Service Delivery Tasks

Where directed by the Authority's SDM, the Contractor's DTT Battle Lab Support Engineer will perform the following Service Delivery tasks:

A4.2.1 Support to the continued development of the DTT Support Solution (including Service Management) through development of the DTT Battle Laboratory facility, to provide general and incident support to the deployed DTT capability. This includes:

a) Support to the generation, maintenance and update of DTT Battle Laboratory Terms of Reference

b) Support to the generation, maintenance and update of Support Standard Operating Instructions (SOIs) listed below:

SOI A01 - Support to DTT Planning

SOI A02 - DTT Level 4 Service Management.

SOI A03 – DTT Trend Analysis.

SOI A04 - Support to DTT Training Systems.

SOI A05 - DTT Asset Management.

SOI A05a – DTT Operational Licensing.

SOI A06 – DTT Certificate Management.

SOI A07 – DTT Backup and Recovery Management.

c) Support to the generation, maintenance and update of the underlying DTT Development Standard Operating Instructions (SOIs). These include:

SOI B01 - Provision of Representative Host Infrastructures.

SOI B02 – Joint Sentencing Committee/Back Log Working Group & Product Owners Meeting[12].

SOI B03 – Military SME Advice to the Contractor[13].

SOI B04 – DTT Liaison with Host Infrastructure Providers.

d) Support to the generation, maintenance and update of the underlying Exploitation Standard Operating Instructions (SOIs). These include:

SOI C01 – Stakeholder Engagement.

SOI C02&C03 – DTT Doctrine & Concepts and Joint Tactics, Techniques and Procedures.

SOI C04 – DTT Support Uptake (Close Support).

A4.2.2 Management of Support Stakeholders. Support to the DTT SDM to manage DTT Support Stakeholders including ISS and host infrastructure support teams. This includes:

a) Support to DTT Support Working Group (DSWG), including:

i. Provision of DSWG Terms of Reference.

ii. Generation of DSWG Meeting Slides and Agenda.

iii. Recording of Decisions in Minutes.

iv. Completing/progressing DSWG actions.

b) Support to the DTT Backup & Recovery Working Group (BRWG), including:

i. Generation of BRWG Meeting Slides and Agenda.

ii. Recording of Decisions in Minutes.

iii. Completing/progressing BRWG actions.

[12] JSC SOI to be updated to reflect change of JSC process to BLWG.
[13] DTT SME SOI to be updated to reflect role responsibility transferring to 1 Arty Bde and DTT User Community.

c) DTT Certificate Management Working Group (CMWG). This includes:

i. Generation of CMWG Meeting Slides and Agenda.

ii. Recording of Decisions in Minutes.

iii. Completing/progressing CMWG actions.

A4.2.3 Generation, maintenance, review and update of DTT Project Support Documentation. This includes:

a) DTT Through Life Management Plan (TLMP).

b) DTT Transition to Service Plan (TTSP).

c) DTT Software Support Plan (SSP).

d) Submission of evidence through TTLS and DTT Support Solution Officer (SSO) for the Support Solution Development Tool (SSDT).

e) DTT Service Delivery Plan (SDP).

f) Support the DTT SDM in understanding all Contractor-generated support documentation, including:

i. Integrated Support Plan (ISP).

ii. Reliability & Maintainability (R&M) Case Report and Arguments.

iii. Configuration Management Plan (CMP).

iv. Obsolescence Management Plan (OMP).

v. Software Supportability Analysis (SSA).

vi. Technical Manuals, AESPs and User Guides.

A4.2.4 Support the DTT SDM in the Development of DTT Incident & Service Management framework. This includes:

a) Liaison with Infrastructure support teams.

b) Design of infrastructure-specific incident handling processes.

c) Generation and agreement of Service Level Agreements (SLAs) with infrastructure providers, including:

i. ARRC ISOC for MAGPIE.

ii. DSMT for DII-LD.

iii. Fujitsu for OEHE.

iv. RSA for DTT Training System.

v. DTT Remote Hosting System.

d) Development of DTT Battle Lab Level 4 Service Desk process and internal cooperation between the MOD and Contractor service management team (service desk). This is supported by a DTT MOD-Contractor Service Level Agreement (SLA).

A4.3 Ad-Hoc/General Support Tasks

Where directed by the Authority's SDM, the Contractor's DTT Battle Lab Support Engineer shall perform the following ad-hoc technical tasks:

A4.3.1 Support the DTT SDM in the development of the DTT User Community Knowledgebase (DUCK). This includes:

a) Development of Business Case and Justification for renewal.

b) Subsequent design and population of data.

c) Upkeep and upload of documentation.

A4.3.2 Support the DTT SDM with the on-boarding of future DTT releases onto the MAGPIE infrastructure. This includes:

a) Submission of Request For Change (RFC) applications to the MAGPIE Change Advisory Board (CAB) for approval to conduct DTT testing.

b) Development of Business Case and Justification for enterprise support to DTT activities (contracting of Centiant support).

c) Support the System Integration Testing of future DTT Releases on MAGPIE and successor infrastructures.

d) Submission of LSRC tasking documentation for approval to conduct JSP 604 testing.

e) Support JSP 604 Testing of DTT releases on MAGPIE, and successor infrastructures.

f) Submission of evidence to the NTA (DAIS) Case Officer for DTT for compliance against JSP 604 ruleset.

g) Liaison and submission of evidence to Coalition Interoperability Assurance and Validation (CIAV) Team to obtain Desktop Analysis (DTA) in support of NATO Approved Fielded Product List (NAFPL) application.

A4.3.3 Support to the DTT SDM in supporting DTT on Exercises. This includes:

a) Liaison with exercise planners to identify DTT requirement, exercise Information Exchange Requirement (IER) and infrastructure laydown.

b) Design and planning of DTT installations onto exercise infrastructure.

c) Deployment of DTT on exercises, including installation and configuration.

d) Provision of engineering hub in support of DTT trialling on exercises.

A4.3.4 Support the DTT SDM with the integration of DTT onto SUKEO infrastructures. This includes:

a) Participation and contribution to DTT Tiger Team and DTT Steering Group meetings.

b) Liaising with and supporting the ISS ASDT DTT Project Manager in developing the DTT on SUKEO On-board (Integration) schedule.

A4.3.5 Support the DTT SDM in the development of DTT Maintainer Training. This includes:

a) identification of Training Requirements for DTT Maintainers (System Administrators).

b) design of DTT Maintainer ad-hoc course.

c) securing resources to provide ad-hoc maintainer training courses.

A4.3.6 Support the DTT SDM in the following DTT project activities:

a) Generation and upkeep of DTT schedules on MS Project/Primavera P6.

b) Schedule Risk Analyses in support of Review Notes, Information Notes and OGC Reviews.

c) Generation, development and maintenance of DTT Risks on Active Risk Manager (ARM).

d) Support and participate in the DTT Security Working Group.

e) Support and participate in the DTT Safety Working Group.

f) Support and participate in the DTT Training Working Group.

g) Support and participate in the DTT Interoperability Working Group.

h) Support and participate in the DTT Backlog Working Group.

i) Support and participate in the DTT Product Owners Meeting.

j) Support and participate in the DTT Equipment Working Group.