FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 13 - INFORMATION TECHNOLOGY SERVICE MANAGEMENT

ANNEX M – IT SERVICE MANAGEMENT

Note:

- The Column headed KPI/SPI identifies only those SRs that are measured as KPIs or Reportable SPIs (RSPIs). All other SRs are SPIs
- Where the Target Performance Level cell against individual SPIs is empty, these should be read as requiring 100% compliance with the SR.

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
M1	IT Service Management - Adopting The ITIL Framework and its Extended Use To Support Business Services	1.1 Implement and maintain a Mature IT Service Management (ITSM) capability across all Services and for all ITIL processes and functions, ensuring a measurable progression Maturity of its ITSM capability, using an Authority agreed best practice framework as set out in the Service Operations Manual. 1.2 Conduct ITSM Maturity Assessments to ensure continual Maturity of the ITSM capability and confirm the Maturity Level on the Operational Services Commencement Date + 2 months and on each anniversary of the Contract Year thereafter until the final Contract Year when the final assessment must be undertaken 2 months prior to end of the Term. . 1.3 Schedule and provide SQEP attendees at a monthly review meeting within 3 Working Days following the end of each relevant month. 1.4 From Operational Services Commencement Date, arrange and provide a monthly review meeting for SQEP attendees with the Authority (Tech Assurance). Such meeting to be fully minuted and will review outputs and adherence to metrics for the ITSM process area. Improvement activities to be recorded and actioned within mutually agreed timescales.	1.1 Within 12 months following the Operational Service Commencement Date, Maturity Level 3 in the ITSM Maturity Assessment has been achieved. 1.2 Within 24 months following the Operational Service Commencement Date, Maturity Level 4 in the ITSM Maturity Assessment has been achieved. 1.3 Within 36 months of the Operational Services Commencement Date, Maturity Level 5 in the ITSM Maturity Assessment has been achieved and is maintained at this level thereafter until the end of the Term.		KPI		Schedule 4.1 – Common Technical and Enabling Services Section: 8 Software and Licensing Section: 12 Service Management and ITSM Section: 1.1 Application Support Management (AMS)
M2	IT Service Management - Adopting The ITIL Framework and its Extended Use To Support Business Services	2.1 Submit to the Authority a draft Service Operations Manual in accordance with the timescales detailed in Paragraph 3 (The Service Operations Manual (SOM)) of Part 13 (IT Service Management) of Schedule 2.1. 2.2 Maintain the Service Operations Manual and submit to the Authority a revised Service Operations Manual as required in Paragraph 3.7 (Updates to and maintenance of the Service Operations Manual) of Part 13 (IT Service Management) of Schedule 2.1.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.5 ITSM Maturity Assessment [M1, M2] Section: 12.6 ITSM Transition Stage [M1, M2, M3] Section: 12.33 Service Catalogue [M1, M2, M4]
M3	IT Service Management - Adopting The ITIL Framework and its Extended Use To Support Business Services	3.1 Meet and adhere with the service metric targets and Measures of Performance that are contained within the Service Operations Manual. 3.2 Provide the Authority with a report on the services metrics within 5 Working Days of the beginning of each Service Period which will show all metrics and their adherence status, with a commentary of					Schedule 4.1 - Common Technical and Enabling Services Section: 12.6 ITSM Transition Stage [M1, M2, M3] Section: 12.34 Service Level & Service Level Management [M1, M3, M30]

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		non-adherence and corrective action being applied.					Section: 12.51 Service Reporting [M1, M3, M18, M30] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.4 - 16.6.7, 16.6.12
M4	IT Service Management - Adopting The ITIL Framework and its Extended Use To Support Business Services	4.1 Create, maintain and provide a Service Catalogue with the following timescales: (a) 40 days following the Operational Services Commencement Date, provide the Service Catalogue to the Authority (Tech Assurance, Change Mgr) for approval; and (b) 3 months after Operational Services Commencement Date and whenever updates occur thereafter, provide an updated Service Catalogue to the Authority (Tech Assurance) for approval.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.33 Service Catalogue [M1, M2, M4]
M5	Service Disaggregation and SIAM	5.1 Reach full Disaggregation for all Services operating through a Pseudo SIAM capability within 4 years from Operational Services Commencement Date.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.2 ITSM Transformation Approach [M1, M5,M6, M10, M30] Section: 12.3 ITSM Transformation Plan [M1, M5, M6, M10] Section: 12.4 ITSM Work packages [M1, M5, M6, M10] Section: 12.12 ITSM Transformation (Evolve to Pseudo SIAM) [M1, M5, M6, M29, M30] Section: 12.13 Full Disaggregation and Pseudo-SIAM [M1, M5, M6] Section: 12.14 ITSM Transformation Mode (Available for Full SIAM) [M1, M5, M6, M27] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.17 ITSM Tooling as a Tower Service [M1, M5, M6, M30, M31, M37] Section: 12.65 ITSM Governance and Operational Meetings [M1, M5, M6] Section: 12.66 SIAM Introduction [M1, M5, M6, M10, M14, M30]

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							Section: 12.67 SIAM ITIL-aligned Processes [M1, M5, M6, M13, M14, M25] Section: 12.68 SIAM Organisations [M1, M5, M6, M14, M29, M30] Section: 12.69 SIAM Operational Service [M5, M6, M29, M30] Section: 12.70 SIAM Delivery [M1, M5, M6, M14, M26] Section: 12.71 SIAM Process [M1, M5, M6, M11, M14, M26] Section: 12.72 SIAM Organisation Model [M1, M5, M6, M11, M14, M25, M37] Section: 12.73 SIAM Service Components [M1, M5, M6, M14, M25] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6, M14, M25, M26, M29,M37] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36] Section: 12.76 SIAM Service Transition [M1, M5, M6, M14, M37] Section: 12.77 SIAM Service Design [M1, M5, M6, M34] Section: 12.78 SIAM Continual Service Improvement [M1, M5, M6, M14] Section: 12.79 SIAM Service-Wide Processes and Functions Section: 12.80 SIAM Maturity Assessment [M1, M5, M6, M14, M26]
M6	Service Disaggregation and SIAM	6.1 Ensure the seamless transition to a Service Integration and Management (SIAM) and Tower Service operating model for all the Services. 6.2 Provide the Transformation Plan in accordance with Schedule 6.1 (Transition and Transformation Plan) for the development and implementation of a SIAM and Tower Service Operating model (taking input from the independent assessment) for Authority (Hd Mil Pers & Vets Change) approval which shall: (a) provide a clear plan for developing and evolving the maturity and readiness of all ITSM processes over the course of the contract term in readiness for the transition to a mature SIAM	6.4 Disaggregation objectives by each Key Milestone have been achieved as per the agreed Transformation Plan.				Schedule 4.1 - Common Technical and Enabling Services Section: 12.2 ITSM Transformation Approach [M1, M5,M6, M10, M30] Section: 12.3 ITSM Transformation Plan [M1, M5, M6, M10] Section: 12.4 ITSM Work packages [M1, M5, M6, M10] Section: 12.12 ITSM Transformation (Evolve to Pseudo SIAM) [M1, M5, M6, M29, M30]

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		and Tower Service Operating model at expiry of the Term; and (b) be incorporated into the ITSM Maturity Assessments and be subject to all associated requirements. 6.3 Following approval, implement the Transformation Plan to achieve the following milestones: (a) 4 years after Operational Services Commencement Date, establish an effective SIAM and Tower Service operating model capability with full Disaggregation of all the Services in accordance with the agreed plan; (b) 5 years after Operational Services Commencement Date, establish SIAM and Tower Service operating model readiness; and (c) 7 years after Operational Services Commencement Date, be able to transition seamlessly to a full SIAM and Tower Service operating model.					Section: 12.13 Full Disaggregation and Pseudo-SIAM [M1, M5, M6] Section: 12.14 ITSM Transformation Mode (Available for Full SIAM) [M1, M5, M6, M27] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.17 ITSM Tooling as a Tower Service [M1, M5, M6, M30, M31, M37] Section: 12.18 The Contractor's Alignment/Compliance Policies, Regulations & Standards [M8] Section: 12.19 Cabinet Office Technology Code of Practice [M8] Section: 12.20 Government Digital Service (GDS) Standards [M8] Section: 12.65 ITSM Governance and Operational Meetings [M1, M5, M6] Section: 12.66 SIAM Introduction [M1, M5, M6, M10, M14, M30] Section: 12.67 SIAM ITIL-aligned Processes [M1, M5, M6, M13, M14, M25] Section: 12.68 SIAM Organisations [M1, M5, M6, M14, M29, M30] Section: 12.69 SIAM Operational Service [M5, M6, M29, M30] Section: 12.70 SIAM Delivery [M1, M5, M6, M14, M26] Section: 12.71 SIAM Process [M1, M5, M6, M11, M14, M26] Section: 12.72 SIAM Organisation Model [M1, M5, M6, M11, M14, M25, M37] Section: 12.73 SIAM Service Components [M1, M5, M6, M14, M25] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6, M14, M25, M26, M29,M37] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13,

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							M14, M25, M26, M34-M36] Section: 12.76 SIAM Service Transition [M1, M5, M6, M14, M37] Section: 12.77 SIAM Service Design [M1, M5, M6, M34] Section: 12.78 SIAM Continual Service Improvement [M1, M5, M6, M14] Section: 12.79 SIAM Service-Wide Processes and Functions Section: 12.80 SIAM Maturity Assessment [M1, M5, M6, M14, M26]
M7	Architecture Management	7.1 From Operational Services Commencement Date and every month thereafter, provide to the Authority (Tech Assurance) within 3 Working Days of the end of the previous month, a detailed report (and further agreed outputs) on the AMO delivery, with agreed performance criteria and adherence to the metrics in the Service Operations Manual. 7.2 From Operational Services Commencement Date and every month thereafter, schedule and provide SQEP attendees at a monthly review meeting of AMO delivery with the Authority (Tech Assurance) within 6 Working Days of the previous month. Meeting to be fully minuted and will review outputs and adherence to metrics for Joint Architecture Board. Improvement activities to be recorded and actioned within mutually agreed timescales 7.3 From the Operational Services Commencement Date, provide to the Authority (Tech Assurance) a Sustainability Plan which the Contractor is to be review and update Quarterly, in line with changes to the ICT used to deliver the services, in support of the Agreement and changes to legislation. It must also include recommendations based on ICT developments and industry best practice that would deliver environmental improvements. 7.4 From the Operational Services Commencement Date, create Roadmaps for each of the Technology areas used to deliver the Services, help facilitate informed planning and decisions around changes and provide more than just vendor support dates and must consider business and data changes (described in the equivalent roadmaps). The review the Roadmap and sustainability plans with the Authority (Tech Assurance) at least every 3 months.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.9 Architecture and Operations Governance. [M7, M8, M27, M28, M30]

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		7.5 Commencing 3 months following the Operational Services Commencement Date, adhere to the defined service metric targets to be achieved for AMO delivery at all times, unless agreed otherwise with the Authority (Tech Assurance). 7.6 Produce, maintain and make accessible to the Authority (Tech Assurance) at all times, AMO and JAB artefacts, including (but not limited to) models, roadmaps, standards, policies. Changes to artefacts should be made available to the Authority (Tech Assurance) within 2 Working Days of completion. 7.7 6 months following the Operational Services Commencement Date, develop and provide a reference model for each 'Architecture Domain', 'Business', Data and 'Application/Technology'. These should provide a logical framework describing each of these areas. For each domain, Roles and responsibilities must be defined and a RACI matrix provided. A tool should then be adopted utilising the reference models and various views of the Enterprise provided as required.					
M8	Architecture Management	8.1 Provide ICT applications, tools, systems and Services which adhere to the DBS Mil Pers & Vets Design Standards and Principles in all areas of the Services. 8.2 Where the DBS Mil Pers & Vets Design Standards and Principles cannot be adhered to, this to be formally notified with detailed justification to the Authority (Tech Assurance) for agreement to waive. 8.3 At least once a month following Operational Services Commencement Date, provide DBS Mil Pers & Vets Design Standards and Principles document updates to the Authority (Tech Assurance) for consideration.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.9 Architecture and Operations Governance. [M7, M8, M27, M28, M30] Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.18 The Contractor's Alignment/Compliance Policies, Regulations & Standards [M8] Section: 12.19 Cabinet Office Technology Code of Practice [M8] Section: 12.2 Government Digital Service (GDS) Standards [M8]
M9	Architecture Management	9.1 Provide access to Contractor hosted services & tooling for Authority staff using MOD provisioned End User accessed devices on MOD network, in accordance with:	9.3 The availability requirement of this capability is aligned to the availability requirement as specified elsewhere in this Agreement, of the underlying service, tool or resource being	Up to 25 concurrent users.			Schedule 4.1 - Common Technical and Enabling Services Section: 12.15 ITSM Tooling Transition to Existing Service

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		(a) Contractor-provided tools, services and resources, defined within this Agreement, are to be made available and accessible by Authority or Embedded Contractor staff at the individual's regular place of work and utilising their MOD provisioned EUD on MOD network, in line with any and all specific requirements detailed with this agreement; and (b) to be provided with appropriately approved and aligned security provisions, to ensure Authority to Operate such service. 9.2 From Operational Services Commencement Date until enablement of this capability (at 6 months following the Operational Services Commencement Date), with agreement of the Authority (Tech Assurance), enable access via Contractor provided devices.	accessed. Where there is no specific availability requirement for the underlying service, tool or resource then the availability is expected to be at 99%, during the working hours of 07:00-19:00 on Working Days. 9.4 All desktop and laptop devices provided for Authority comply with the Non-Functional Requirements (NFRs) defined in Appendix 1 to this Annex.				[M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37]
M10	Application Transformation	10.1 Ensure that the Service Desk software tooling, used to provide the single Service Desk capability, is capable of being integrated with the MOD ISS standard Operational Service Management (OSM) Service Desk capability, to allow for ticket exchange of summary details and ticket status. 10.2 Within 6 months following the Operational Services Commencement Date, provide a detailed Implementation Plan for Authority (Head Mil Pers & Vets Change, Tech Assurance) approval for enabling the requested integration, including (but not be limited to) describing the requirements, solution, benefits, dependencies, scope, risks, costs, timescales and outputs.				Supplier to engage via the Authority (Tech Assurance) with ISS.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.2 ITSM Transformation Approach [M1, M5,M6, M10, M30] Section: 12.3 ITSM Transformation Plan [M1, M5, M6, M10] Section: 12.4 ITSM Work packages [M1, M5, M6, M10] Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.66 SIAM Introduction [M1, M5, M6, M10, M14, M30]
M11	Application Transformation	11.1 Contribute to the DBS Continuous Improvement strategy by analysing and proposing opportunities for exploitation of developments in technology and services offered by both existing and new third party vendors in order to realise benefit for DBS, it's customers, and improve the experience of the End Users: 11.2 Propose areas where JPA End User capability can be pro-actively improved to introduce; Improved transaction times, beneficial functional enhancements, End User experience benefits;					Schedule 4.1 - Common Technical and Enabling Services Section: 12.62 Continual Service Improvement [M1, M11] Section: 12.71 SIAM Process [M1, M5, M6, M11, M14, M26] Section: 12.72 SIAM Organisation Model [M1, M5, M6, M11, M14, M25, M37]

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		11.3 Within 1 year following the Operational Services Commencement Date and each Quarter thereafter (unless agreed with the Authority (Tech Assurance)), provide the Authority with a report to the Authority (Tech Assurance) aligned to the DBS Continuous Improvement strategy, using the ITSM Continual Service Improvement Procedures detailing opportunities, options, benefits, risks and recommendations for exploiting developments in technology and services. Opportunities that are identified for exploitation will continue to be reported on over time until they either become viable or irrelevant;					
M12	Application Transformation	12.1 At Operational Services Commencement Date, provide a detailed implementation plan for Authority (Head Mil Pers & Vets Change, Tech Assurance) approval for enabling the requested enhanced access which shall include (but not be limited to): (a) the plan, design, and implemented solution must adhere in full with the Security and Information Asset requirements as set out in Schedule 2.4 (Security Management); (b) a description of the requirements, solution, benefits, dependencies, scope, risks, costs, timescales and outputs; and (c) a forecast of take-up of usage across each functional area and may propose a phased implementation based on that profiling. 12.2 Within 18 months of the Operational Services Commencement Date in accordance with the approved plan, provide enhanced access for End Users to securely access JPA functionality, using MOD or non-MOD managed devices, including access via the internet. JPA functionality to be available via the new enhanced access to include, but not be limited to; (a) Absence; (b) expenses; (c) journey authorisation; (d) pay; (e) personal data functions; and (f) appraisal.	12.3 Any Non-Functional Requirements relevant to JPA to be in accordance with the NFR Matrix (contained in Appendix 1 to this Annex). 12.4 Incident Resolution to be in accordance with the Incident Resolution Matrix (contained in Appendix 2 to this Annex) for JPA. 12.5 Full alignment with the functional requirements of the JPA Business Processes.			JPA End User access is currently limited to Intranet access from MOD devices within the MOD network. JPA usage across all functions shows an average of 15,000 End Users per day. Projections of take-up of the Internet access capability will need to be undertaken to establish profile.	Schedule 4.1 - Common Technical and Enabling Services Section: 9 Service Management and ITSM Paragraph: 9.11
M13	Application Transformation	13.1 At Operational Services Commencement Date, provide an implementation plan for Identity and Access Management (IdAM) integration across all services Authority (Head Mil Pers & Vets Change, Tech Assurance) approval, to include but not be	13.3 All design documentation and delivery materials to evidence the consideration for and inclusion of the MOD Ent-IdAM services in their assumptions and dependencies.			In order to achieve the core requirement of Disaggregation of the services, there is a need to move away from individual services using distinct and non-	Schedule 4.1 - Common Technical and Enabling Services Section: 12.67 SIAM ITIL-aligned Processes [M1, M5,

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		limited to; describing the requirements, solution, benefits, dependencies, scope, risks, costs, timescales and outputs. Which shall include: (a) a phased roll-out across services and applications, to align with the Technical Refresh and Transformation of the underlying platforms; (b) plan, design and implemented solution capability must adhere in full, with the Security and Information Asset requirements as defined in Annex C; and (c) ICT enabled projects requiring Identity and/or Access Management services shall include the MOD Ent-IdAM service in their assumptions and dependencies. The Contractor will engage, via the Authority (Tech Assurance), with ISS, to explore the possible use of Ent-IdAM. 13.2 Commencing 2 years following the Operational Services Commencement Date and completing 4 years following the Operational Services Commencement Date, update the Services in accordance with the approved plan to be able to support, integrate with, and inform / interface with, a single IdAM solution.				integrated application derived IdAM security models.	M6, M13, M14, M25] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36]
M14	Application Transformation	14.1 In conjunction with the JPA Technical Refresh activities, provide a data integration platform implementation plan for Authority (Tech Assurance and AH Mil Ops) approval. The plan is to include but not be limited to; describing the requirements, solution, benefits, dependencies, scope, risks, benefits, costs, timescales, outputs, phased integration deployment for all interfaces. The plan must address the following (but not be limited to): (a) Deprecation and removal of the existing point to point integrations to be actively undertaken; and (b) Demonstrate via planning, a logical and phased introduction of new platform and the removal of existing. 14.2 6 months following implementation of the platform, provide a Benefit Realisation assessment paper to the Authority (Tech Assurance). 14.3 4 years following the Operational Services Commencement Date, provide and maintain a flexible, modular and robust data integration platform capability for the Services in accordance with the phased plan (as agreed with the Authority) allowing the Authority to efficiently introduce	14.4 Benefit Realisation assessment paper shows at least a 90% adherence to the benefit expectations.				Schedule 4.1 - Common Technical and Enabling Services Section: 12.53 Data Management Scheduling [M1, M14] Section: 12.66 SIAM Introduction [M1, M5, M6, M10, M14, M30] Section: 12.67 SIAM ITIL-aligned Processes [M1, M5, M6, M13, M14, M25] Section: 12.68 SIAM Organisations [M1, M5, M6, M14, M29, M30] Section: 12.70 SIAM Delivery [M1, M5, M6, M14, M26] Section: 12.71 SIAM Process [M1, M5, M6, M11, M14, M26] Section: 12.72 SIAM Organisation Model [M1, M5, M6, M11, M14, M25, M37] Section: 12.73 SIAM Service Components [M1, M5, M6, M14, M25] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6,

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		interactions and interfaces across existing or new data domains and systems. The platform must accommodate the constraints and expectations as established in the Mil Pers & Vets Design Standards and Principles. These to be evidenced in the design and operational capability of the delivered service. In addition to an adherence to the Mil Pers & Vets Design Standards and Principles, the data integration platform shall have the following characteristics: (a) to be designed around a common Mil Pers & Vets Business Glossary/Data Dictionary (see Annex H (Mil MIT & Data)); (b) Data movements inter and intra the Data holdings must be provided as flexible service oriented offerings; (c) the Authority Data shall remain a single and authoritative version of the true people picture; (d) full audit trail of data movements to be maintained and available to the Authority; and (e) providing a flexible and easily adapted integration service methodology which allows for MOD business systems to subscribe to data services within the Mil Pers & Vets data domains;					M14, M25, M26, M29,M37] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36] Section: 12.76 SIAM Service Transition [M1, M5, M6, M14, M37] Section: 12.79 SIAM Service-Wide Processes and Functions Section: 12.80 SIAM Maturity Assessment [M1, M5, M6, M14, M26]
M15	Application Transformation	15.1 Deliver the Authority Evergreen and Vendor Support requirements (as established in Part 15 of Schedule 2.1 (Technology)). 15.2 Provide a detailed Technology Roadmap to the Authority (Tech Assurance) for approval at the Operational Services Commencement Date and Quarterly thereafter encompassing the period of the Term and 2 years beyond, to show the complete set of technical refresh activities of all hardware and software components that make up the Service. 15.3 12 months prior to expiry of Agreement, agree with the Authority (Tech Assurance & Commercial) that the Evergreen requirements of n-1 compliance, non-obsolescence and 2 years support after the Contract Expiry or Termination Date for all hardware and software will be met.					Schedule 4.1 - Common Technical and Enabling Services Section: 11 Evergreening Section: 12.22 Service Strategy [M1, M15]
M16	Application Transformation	16.1 Remove web browser compatibility dependency from all Authority Applications on End User access devices within 2 years following the Operational Services Commencement Date by doing the following: (a) ensure all Services are 'Browser Agnostic' on all End User access devices;		ISS Testing of all Services		The current need to link MOD End User access device client browser vendor/version to applications providing the service, limits the use and adoption of MOD standard End User access device.	Schedule 4.1 - Common Application and Support Services Section: 5.3 Transforming the Authority's self-service customer function Schedule 4.1 - Overall Approach to Transformation

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		(b) ensure Authority's Application usage to not be dependent on a specific client browser vendor & version on the MOD End User access device; and (c) ensure the Authority's access to Applications is not a constraint to adopting the latest MOD End User access device roll-out.					Section: 3 Approach to removing browser dependencies
M17	Application Transformation	17.1 Ensure ICT used to deliver the Services in support of this Agreement are compatible with all End User devices. 17.2 Perform development and testing in line with the extant MOD ISS-issued 'Application Developers Guide(s)' (or equivalent) at the time and associated advisory documentation, noting any planned/proposed hardware/software upgrades to ensure compatibility and accessibility from the primary Information Systems provided by MOD ISS to the following End User communities: (a) MOD UK fixed; (b) MOD UK overseas; (c) MOD land deployed; and (d) MOD maritime deployed. 17.3 In alignment with Schedule 8.2 (Change), all test materials, including (but not be limited to) test plans, test completion reports and test scripts) must evidence the adherence to this requirement. 17.4 Each January following the Operational Services Commencement Date, provide to the Authority (Tech Assurance) an annual assessment of testing requirements for DBS MPV applications when mapped against the technology roadmaps for the primary four End User communities identified above. The report is to include but not be limited to: (a) emerging risks; and (b) proposed changes to testing strategy.					Schedule 4.1 - Common Application and Support Services Section: 5.3 Transforming the Authority's self-service customer function Schedule 4.1 - Overall Approach to Transformation Section: 3 Approach to removing browser dependencies
M18	Application Transformation	18.1 At all times following Operational Services Commencement Date, provide the Services in accordance with the Non-Functional Requirements (as detailed in Appendix 1 to this Annex). 18.2 within 5 Working Days of the end of each month, produce a monthly report detailing NFR compliance (and non-compliance) for the preceding month to the Authority (Tech Assurance).					Schedule 4.1 - Common Technical and Enabling Services Section: 12.51 Service Reporting [M1, M3, M18, M30]

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
M19	Exploit Existing Investments	19.1 At Operational Services Commencement Date, produce a 'Customisation Assessment Report' for Authority (Tech Assurance) approval which shall apply to all COTS products where CEMLI's or their equivalent have been deployed, and not limited to the JPA application, including (but not be limited to): (a) identifying customisations and record the detailed justification for their usage over standard functionality; (b) establishing and documenting in detail, any opportunities for standardisation and enhanced use of native/standard functionality; (c) providing a measurable set of deliverables, whereby the required changes will be incorporated into planned projects where possible and enforced though well-defined standards; and (d) identifying where subsequent releases of the underlying product can provide native capability to remove or reduce the customisation in place. 19.2 Update and provide to the Authority (Tech Assurance) for approval the 'Customisation Assessment Report', under the following conditions: (a) within 30 Working Days of Transition Services activity altering the baseline of the customisations in use; and (b) within 60 Working Days of a new release of the COTS product being announced by the third party vendor, which provides native capability to reduce or remove customisations. 19.3 Undertake an ongoing review of all system designs and configuration artefacts to record their purpose, usage and relationship to the business requirements and processes to thereby propose a means to reduce the number and complexity of bespoke components.					Schedule 4.1 - Common Technical and Enabling Services Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.4
M20	Exploit Existing Investments	20.1 At Operational Services Commencement Date, provide a comprehensive report on capacity management usage and compliance across the Authority System to the Authority (Tech Assurance) for approval, to include but not be limited to: (a) development; (b) testing; (c) training;					Schedule 4.1 - Common Technical and Enabling Services Section: 8 Software and Licensing Section: 12.23 Demand Management [M1, M20] Section: 12.31 Capacity Management [M1, M20] Section: 12.42 Software Asset

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		(d) production; and (e) DR. 20.2 Immediately notify the Authority (Tech Assurance) of any Software license compliance issues identified within the Authority System or associated with the use of Services provided to the Authority, within 5 Working Days of the same being identified by the Contractor. 20.3 Provide updates to the report biannually or where licence usage changes and provide an updated report to the Authority (Tech Assurance) within 5 Working Days of the change design being approved. (a) At Operational Services Commencement Date and then on a biannual basis, provide a report for Authority (Tech Assurance) approval, identifying savings opportunities available by consolidating or rationalising product use, environment scope or providing solution alternatives.					and Licence Management [M1, M20]
M21	Exploit Existing Investments	21.1 Hold under consideration the use of DaaP(H) platform capabilities prior to any other considerations. 21.2 Ensure that all Change and Technical Refresh documentation, where related to platform hosting, must support the need for the Contractor to liaise with Authority (Tech Assurance) and ISS to ensure that DaaP(H) service/hosting options are considered in any change.	21.3 Consideration to this requirement must be evidenced in all design products.				Schedule 4.1 - Common Application and Support Services Schedule 4.1 - Overall Approach to Transformation Section: 2 Application Transformation Paragraph: 2.7
M22	Exploit Existing Investments	22.1 Ensure their ability to administer and support the Contractor Technical Infrastructure and deliver the Services as set out in this Agreement, is not impacted by any Service Downtime to the Authority or third party Network Infrastructure. 22.2 Loss of connectivity to the MCN from Contractor Premises must not prevent Contractor Personnel from undertaking their technical or business activity in support of this Agreement. 22.3 Provide to the Authority (Tech Assurance) a monthly report detailing network availability for all networks the Contractor is dependent upon in the delivery of the services.	22.4 There should be no instances of Contractor failure to administer, support and deliver the Services due to Service Downtime to the Authority or third-party networks.			Note to bidders: while an outage to the MCN would prevent the End Users accessing the Services, it should not result in a failure to provide core elements of the Business Process and technical administration – e.g. Payroll runs.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.28 IT BC, DR & IC Management [M1, M22] Section: 12.29 Service Continuity & Disaster Recovery – Test Assurance Levels [M1, M22] Section: 12.30 Availability Management [M1, M22, M30, M31] Paragraph: 12.30.6 Section: 12.54 IT Operations Management [M1, M22, M34,M35,M36]
M23	Exploit Existing Investments	23.1 Undertake decommissioning of any equipment, hardware, software and facility/building in accordance with MOD policy or guidelines and within the Change Management Guidelines.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.56 Infrastructure and Software Management

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		23.2 Inform the Authority (Tech Assurance) in writing, within 5 working days of the intention being known, to decommission any part of the IT estate including buildings and facilities, regardless of the method of disposal.					[M1, M23, M38] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M24	Standardisation	24.1 Provide, maintain and manage a Hardware and Software patching strategy, in accordance with the patching requirements and timescales (as detailed in Appendix 3 to this Annex) in full alignment with the Change Management Procedures. 24.2 Provide measures within the Change Management Procedures and the Service Operations Manual. 24.3 Provide Patch history documentation within 1 Working Day of the Patch being applied to the Authority (Tech Assurance, SO1 Sy) on request.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.59 Patching Services [M1, M24, M33, M38] Section: 12.60 Backup Services [M1, M24] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.10 - 16.6.11
M25	Standardisation	25.1 Provide, maintain and manage Anti-Virus Software updates, in accordance with the patching requirements and timescales (as detailed in Appendix 3 to this Annex) in full alignment with the Change Management Procedures and the Service Operations Manual. 25.2 Provide AVS history documentation within 1 Working Day of the Update being applied to the Authority (Tech Assurance, SO1 Sy) on request.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.58 Anti-Virus (AV) Services [M1, M25, M38] Section: 12.67 SIAM ITIL-aligned Processes [M1, M5, M6, M13, M14, M25] Section: 12.72 SIAM Organisation Model [M1, M5, M6, M11, M14, M25, M37] Section: 12.73 SIAM Service Components [M1, M5, M6, M14, M25] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6, M14, M25, M26, M29,M37] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.9
M26	Increased Portability	26.1 At Operational Services Commencement Date, agree a plan with the Authority (Head Mil Pers & Vets Change, Tech Assurance) for how all existing applications and technology within the IT Infrastructure will be migrated to Cloud (or Cloud-hybrid) services with IaaS as the minimum level unless agreed by the Authority (Head Mil Pers & Vets Change, Tech Assurance). 26.2 Within 4 years of the Operational Services Commencement Date, complete the migration of all existing services within the Authority ICT infrastructure to Cloud services as agreed in the		All existing services and their associated technical infrastructure			Schedule 4.1 - Common Technical and Enabling Services Section: 12.70 SIAM Delivery [M1, M5, M6, M14, M26] Section: 12.71 SIAM Process [M1, M5, M6, M11, M14, M26] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6, M14, M25, M26, M29,M37] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36]

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		plan, unless agreed otherwise with the Authority (Head Mil Pers & Vets Change, Tech Assurance).					Section: 12.80 SIAM Maturity Assessment [M1, M5, M6, M14, M26] Section: 12.87 Increased Portability and Shift to Cloud [M26]
M27	Supporting the Authority Role	27.1 Support the Authority (Tech Assurance) in its Enterprise Architecture strategy generation and implementation by: (a) making reasonable regular and proactive contributions (recommendations, advisements, industry knowledge and briefings) to the creation of Service Strategy and comply with Authority strategy generation and implementation processes as they evolve; (b) supporting the Authority (Tech Assurance) on request in the activities required to perform assessments on the current state of Services in delivering to the Authority's strategic objectives for Services; and (c) supporting the Authority in Demand Management and the development of new or improved Services. 27.2 From Transition Commencement Date and in accordance with the Enterprise Architecture requirements of this Agreement, provide information, advice and access to SQEP technical and domain resources to the Authority (Tech Assurance) to meet their strategic objectives.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.7 Architecture and Operations Governance. [M7, M8, M27, M28, M30] Section: 12.9 Architecture and Operations Governance. [M7, M8, M27, M28, M30] Section: 12.14 ITSM Transformation Mode (Available for Full SIAM) [M1, M5, M6, M27] Section: 12.38 Knowledge Management [M1, M27, M28, M30] Section: 12.86 Supporting the Authority Role [M27]
M28	Supporting the Authority Role	28.1 From Operational Services Commencement Date onwards: (a) provide direct access for all Authority staff (Tech Assurance) to all third party Software and Hardware vendor support services and capabilities across all applications and technology stack that are used to deliver the Services, with the ability for the Authority to view service requests, problem records, and knowledge materials pertinent to the Services; and (a) where direct access to third party vendor support services are not available to the Authority, provide a report to the Authority (Tech Assurance) of any service request or problem record pertinent to the Service provision within 1 Working Day of the request being raised.		Up to 10 Authority staff			Schedule 4.1 - Common Technical and Enabling Services Section: 12.9 Architecture and Operations Governance. [M7, M8, M27, M28, M30] Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.38 Knowledge Management [M1, M27, M28, M30]

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M29	Supporting the Authority Role	29.1 Ensure that resource capabilities match the requirements of the roles across all levels of the Contractor organisation: (a) all Contractor resources in team leadership, senior management or influencing roles relating to the provision of IT Services must have experience of working in environments which match the Authority's desired end state (namely with practical ITSM and/or SIAM); (b) Contractor senior manager resources must have experience of transitioning similar scales of organisation from the current to the target mode of operation; and (c) evidence to be provided prior to instantiation of person in role. This must be evidenced with an experience statement and / or CV for these individuals, which the Authority will need to approve prior to taking up positions within the account; 29.2 10 Working Days prior to an acceptance interview being conducted by the Authority, make available to the Authority (Tech Assurance) the resume, CV and/or experience statement of candidates being proposed.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.11 ITSM Existing Model [M1, M29, M30] Section: 12.12 ITSM Transformation (Evolve to Pseudo SIAM) [M1, M5, M6, M29, M30] Section: 12.68 SIAM Organisations [M1, M5, M6, M14, M29, M30] Section: 12.69 SIAM Operational Service [M5, M6, M29, M30] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6, M14, M25, M26, M29,M37]
M30	Supporting the Authority Role	30.1 Provide the Authority with real-time, read only access to service information relating to the Services for up to 10 Authority (Tech Assurance) nominated staff, including (but not limited to): (a) all System and Service Management tooling and metrics, including monitoring, alerting, performance, capacity management tools (service metrics required in a dynamic dashboard view; the Authority expects to have flexibility in determining which metrics need to be reported on); (b) asset, inventory and Configuration Management Database (CMDB); (c) Incident and Problem management system; and (d) all test plans, test scripts and test results, through the chosen test tool(s). 30.2 Define and report on details of delivery of this capability and the measures of performance related to it within the Service Operations Manual.					Schedule 4.1 - Common Technical and Enabling Services Section: 12.2 ITSM Transformation Approach [M1, M5,M6, M10, M30] Section: 12.9 Architecture and Operations Governance. [M7, M8, M27, M28, M30] Section: 12.11 ITSM Existing Model [M1, M29, M30] Section: 12.12 ITSM Transformation (Evolve to Pseudo SIAM) [M1, M5, M6, M29, M30] Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.17 ITSM Tooling as a Tower Service [M1, M5, M6, M30, M31, M37] Section: 12.30 Availability Management [M1, M22, M30,

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							M31] Section: 12.34 Service Level & Service Level Management [M1, M3, M30] Section: 12.35 Security Management [M30] Section: 12.37 Change and Evaluation Management [M1, M30] Section: 12.38 Knowledge Management [M1, M27, M28, M30] Section: 12.41 Asset Management [M1, M30] Section: 12.51 Service Reporting [M1, M3, M18, M30] Section: 12.66 SIAM Introduction [M1, M5, M6, M10, M14, M30] Section: 12.68 SIAM Organisations [M1, M5, M6, M14, M29, M30] Section: 12.69 SIAM Operational Service [M5, M6, M29, M30] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.7

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M31	Supporting the Authority Role	31.1 Where available as network packet payload information, provide access to usage statistics of externally hosted client Applications (including but not limited to web clients), services and components that interact with and/or impact the Services for up to 10 Authority (Tech Assurance) nominated staff. 31.2 Provide dashboard delivered metrics on monthly, weekly and daily usage statistics for service utilisation. 31.3 Service information and dashboard delivered metrics to be available in real-time, in line with availability for the application being monitored, being those Non-Functional Requirements (as set out in Appendix 1 to this Annex). 31.4 Export and reporting capability to be provided for Authority to self-serve weekly or monthly period reports for offline consumption. 31.5 Where an application End User interface is delivered via a web browser these usage statistics should include (but not be limited to) the following: (a) browser make, version, Patch level; (b) screen size/resolution; (c) visit duration; and (d) operating system and version. 31.6 User initiated actions that result in Data exports and imports must include Data volumetrics for assessing volumes of Data being interfaced.	31.7				Schedule 4.1 - Common Technical and Enabling Services Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.17 ITSM Tooling as a Tower Service [M1, M5, M6, M30, M31, M37] Section: 12.30 Availability Management [M1, M22, M30, M31]
M32	Technology	32.1 Ensure that all equipment utilised for the delivery of Services under Contractor control is sited, installed and maintained in accordance with 'Site Co-ordination and Installation Design Authority (SCIDA) Standards' unless agreed otherwise with the Authority (Tech Assurance). 32.2 Complete and provide the Engineering Change Request (ECR) documentation for DAIS SCIDA approval, in accordance with the SCIDA standards and regulations. 32.3 Make available to the Authority (Tech Assurance) all Engineering Change Request (ECR) documentation within 2 Working Days of either receipt from, or submission to, DAIS SCIDA. 32.4 Change and configuration control of physical installations to conform to standards, including adherence to the Change Management Procedures.					Schedule 4.1 - Common Technical and Enabling Services Section: Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.57 Data Centre Services [M1, M32] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5, 16.6.8

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M33	Application Provisioning - Production	33.1 Provide, maintain, host, make available to the Authority, and support the Joint Personnel Administration system, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the JPA business processes, as defined in this Agreement and the 'Business Process Guides'; (c) any Non-Functional Requirements relevant to JPA to be in accordance with the NFR Matrix (Appendix 1 of this Annex). For external End Users, Service availability to be measured at the MCN entry point; (d) all Patches for JPA to be applied in accordance with Patching requirements and timescales (Appendix 3 of this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex).		6,500 concurrent End Users 475,000 End Users			Schedule 4.1 - Common Technical and Enabling Services Section: 12.59 Patching Services [M1, M24, M33, M38] Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5, 16.6.10
M34	Application Provisioning - Production	34.1 Provide, host, make available, maintain and support the 'Strategic MI (StratMI) System', which makes up the MP&VRP, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the StratMI Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to StratMI to be in accordance with the NFR Matrix (contained in Appendix 1 to this Annex); (d) all Patches for StratMI to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex).		Average daily End User count is 2,400. 600 concurrent End Users			Schedule 4.1 - Common Technical and Enabling Services Section: 12.54 IT Operations Management [M1, M22, M34,M35,M36] Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36] Section: 12.77 SIAM Service Design [M1, M5, M6, M34] Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M35	Application Provisioning - Production	35.1 Provide, host, make available, maintain and support the Agency Corporate Services System (ACSS) applications, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the		Currently AFMD - 30 End Users CCS - 5 End Users DMD – 20 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.54 IT Operations Management [M1, M22, M34,M35,M36] Section: 12.55 Application

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		"Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the ACSS business processes, as defined in this Agreement and the 'Business Process Guides'; (c) the ACSS is comprised of the following database hosted application systems: (i) 'Armed Forces Memorial Database' (AFMD); (ii) 'Casualty Cell System' (CCS); (iii) 'Debt Management Database' (DMD); (iv) 'Gurkha Records Database' (GRD); and (v) 'Secretariat Business Database' (SECBUSDB); (d) any Non-Functional Requirements relevant to the ACSS to be provided in accordance with the NFR Matrix (Appendix 1 to this Annex); (e) all Patches for the ACSS to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); (f) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex); (g) User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS); and (h) provide a Volumetrics and End User report each week to the Authority (SO2 CASS). 35.2 Provide and maintain an End User maintenance capability for ACSS, for creation, change and removal of End User accounts and the resetting of passwords. 35.3 Provide an electronic report of the volumetrics of End Users and all new End Users. The report is to also include the number of records held on this Application.		GRD – 6 End Users SECBUSDB – 20 End Users			Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36] Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M36	Application Provisioning - Production	36.1 Provide, host, make available, maintain and support the Compensation and Pension System (CAPS), in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room);		Currently approximately 460 End Users		The existing technical specification is identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state. Current base functionality as shown in the "CASS Register"	Schedule 4.1 - Common Technical and Enabling Services Section: 12.54 IT Operations Management [M1, M22, M34,M35,M36] Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49,

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		(b) the functional requirements of the CAPS Business Processes, as defined in the Agreement and the 'Business Process Guides'; (c) extant technical specifications (as notified to the Contractor); (d) any Non-Functional Requirements relevant to CAPS to be in accordance with the NFR Matrix (Appendix 1 to this Annex). (e) all Patches for CAPS to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex). (f) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to the Annex); and (g) User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS). 36.2 Provide and maintain an End User maintenance capability for CAPS, for creation, change and removal of End User accounts and the resetting of passwords. 36.3 Provide an electronic report of the volumetrics of new and existing End Users to the Authority (SO2 CASS), including the number of records held on this Application.				that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	M50, M51, M52, M53, M54] Section: 12.75 SIAM Service Operations [M1, M5,M6, M13, M14, M25, M26, M34-M36] Section: 12.77 SIAM Service Design [M1, M5, M6, M34] Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M37	Application Provisioning - Production	37.1 Provide, host, make available, maintain and support a Change Management System (CMS), in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the CMS Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to CMS to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for CMS to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex).		Currently 145 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.15 ITSM Tooling Transition to Existing Service [M1, M8, M9, M10, M28, M30, M31, M32, M37] Section: 12.16 ITSM Tooling Migration to Cloud [M1, M5, M6, M8, M9, M10, M30, M31, M37] Section: 12.17 ITSM Tooling as a Tower Service [M1, M5, M6, M30, M31, M37] Section: 12.40 Service Asset and Configuration Management [M1, M37] Section: 12.72 SIAM Organisation Model [M1, M5, M6, M11, M14, M25, M37] Section: 12.74 SIAM Process Responsibilities [M1, M5, M6, M14, M25, M26, M29,M37] Section: 12.76 SIAM Service

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		37.2 Provide and maintain an End User maintenance capability for CMS, for creation, change and removal of End User accounts and the resetting of passwords to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS). 37.3 Provide an electronic report to the Authority (SO2 CASS) of the volumetrics of End Users and all new End Users. The report is to also include the number of records held on this Application.					Transition [M1, M5, M6, M14, M37] Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M38	Application Provisioning - Production	38.1 Provide, host, make available, maintain and support a Data Preservation Repository Reporting (DPRR) application, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the DPRR Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to the DPRR to be provided in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the DPRR to be provided in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex); (f) User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS); and (g) Volumetrics and End User report provided each week to the Authority (SO2 CASS). 38.2 Provide and maintain an End User maintenance capability for DPRR, for creation, change and removal of End User accounts and the resetting of passwords. 38.3 Provide an electronic report of the volumetrics of End Users and all new End Users. The report is to also include the number of records held on this Application.		Currently approximately 640 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.56 Infrastructure and Software Management [M1, M23, M38] Section: 12.58 Anti-Virus (AV) Services [M1, M25, M38] Section: 12.59 Patching Services [M1, M24, M33, M38] Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5, 16.6.9 - 16.6.10
M39	Application Provisioning - Production	39.1 Provide, host, make available, maintain and support an 'Emergency Download of Contact Details' (EDCD) application, in accordance with:		Currently 12 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		(a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the EDCD Business Processes, as defined in the Agreement and the 'Business Process Guides'; (c) any Non-Functional Requirements relevant to the EDCD to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the EDCD to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 39.2 Provide and maintain an End User maintenance capability for EDCD within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS), for creation, change and removal of End User accounts and the resetting of passwords. 39.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.				documentation is to be used to establish current state.	Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M40	Application Provisioning - Production	40.1 Provide, host, make available, maintain and support an Electronic Document Management (EDM) application, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the EDM Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to the EDM to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the EDM to be in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex).		Currently approximately 567 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		40.2 Provide and maintain an End User maintenance capability for EDM within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS), for creation, change and removal of End User accounts and the resetting of passwords. 40.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.					
M41	Application Provisioning - Production	41.1 Provide, host, make available, maintain and support a Far East and Nepal Administration System (FENAS) in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the FENAS Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) FENAS is to be made available and accessible to the Nepal User community and locations (Kathmandu, Dharana, and Pokara); (d) any Non-Functional Requirements relevant to FENAS to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (e) all Patches for the FENAS to be in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (f) Incident Resolution in to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 41.2 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application; 41.3 Provide and maintain an End User maintenance capability for FENAS, for creation, change and removal of End User accounts and the resetting of passwords. End User account maintenance within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS). 41.4 Manage encryption key material for FENAS, including annual central key management for all sites in the UK and Nepal.		Currently 28 End Users (15 End Users located in Nepal)		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state. FENAS employs dedicated email exchange servers with a dedicated broadband link and publicly addressable static IP address. Data is transmitted via the internet using encrypted email. FENAS is used in three sites in Nepal: Kathmandu, Dharana, and Pokara	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		41.5 Attend Nepal site as required for incident resolution activities that cannot be reasonably undertaken remotely, which will be managed as non-Operational Change, and achieve Nepal site attendance incident resolution within 3 Working Days of arrival in Nepal.					
M42	Application Provisioning - Production	42.1 Provide, host, make available, maintain and support a File Transfer System (FTS), in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the FTS Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to the FTS to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the FTS to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 42.2 Provide and maintain an End User maintenance capability for FTS within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS), for creation, change and removal of End User accounts and the resetting of passwords. 42.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.		Currently approximately 1200 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M43	Application Provisioning - Production	43.1 Provide, host, make available, maintain and support an Identity Card System (IDCS), in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the IDCS Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room;		Currently approximately 70 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		(c) any Non-Functional Requirements relevant to the IDCS to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the IDCS to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be actioned in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 43.2 Provide and maintain an End User maintenance capability for IDCS within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS), for creation, change and removal of End User accounts and the resetting of passwords. 43.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.					
M44	Application Provisioning - Production	Provide, host, make available, maintain and support a JPA Portal to provide a means of disseminating information to the End User community by providing a message of the day capability, which can be altered on request by the Authority, in accordance with: (a) the latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); and (b) the functional requirements of the JPA Portal Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room, and additionally as: (i) JPA Portal to act as a single point of entry to JPA and provide links to other Services, including (but not limited to) 'Defence Learning Environment' and 'Defence Housing', and travel; (ii) message / information content to be updated on the JPA Portal within 1hr of the new content being issued by the Authority (Tech Assurance); (iii) JPA Portal to be available from MODNet connected End User devices and external networks; (iv) JPA Portal to have a flexible configuration capability to allow for		As per number of JPA End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state. Currently services are accessed through a number of different systems (each with their own log-ons and passwords) so this requirement seeks to rationalise and simplify delivery of HR services by providing a single point of entry with a range of hyperlinks.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		additional hyperlinks and content to be added; and (c) any Non-Functional Requirements relevant to the JPA Portal to be in accordance with the NFR Matrix (Appendix 1 to this Annex). For external users, availability to be measured at the DBS ALI entry point; (d) all Patches for the JPA Portal in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex). (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex).					
M45	Application Provisioning - Production	45.1 Provide, host, make available, maintain and support a Ministry of Defence Medal Office (MODMO) application, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (a) the functional requirements of the MODMO Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (b) any Non-Functional Requirements relevant to the MODMO to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (c) all Patches for the MODMO to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (d) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 45.2 Provide and maintain an End User maintenance capability for MODMO, for creation, change and removal of End User accounts and the resetting of passwords. End User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS). 45.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.		Currently approximately 102 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
M46	Application Provisioning - Production	46.1 Provide, host, make available, maintain and support a Prisoner Administration (PA) system., in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (a) the functional requirements of the PA Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (b) any Non-Functional Requirements relevant to the Prisoner Administration system to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (c) all Patches for the Prisoner Administration system to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (d) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 46.2 Provide and maintain an End User maintenance capability for PA, for creation, change and removal of End User accounts and the resetting of passwords. End User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS) 46.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.		Currently 30 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state. The PA application is provided on MOD provided systems.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M47	Application Provisioning - Production	47.1 Provide, host, make available, maintain and support a Veterans Welfare Computer System (VWCS), in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) the functional requirements of the VWCS Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to the VWCS to be in accordance with the NFR Matrix (Appendix 1 to this Annex);		Currently approximately 108 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.88 Application Provisioning – Production [M33-M47] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		(d) all Patches for the VWCS to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 47.2 Provide and maintain an End User maintenance capability for VWCS, for creation, change and removal of End User accounts and the resetting of passwords. End User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS). 47.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.					
M48	Application Provisioning - Support, Testing, Sandpit, Training	48.1 Provide, host, maintain and support a training Application Instance (Virtual Training Application Instance) for JPA HR Professional and Specialist Users., in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) training Application Instance software version shall be upgraded to reflect the current JPA Live and Strat MI systems within four weeks of change releases to either JPA or Strat MI, whichever is the latest, unless otherwise agreed with the Authority (Tech Assurance); (c) training Application Instance Data is to be refreshed at the request of the Authority (the trigger being when the data is no longer useable due to User entries) and completed and accepted by the Authority, within 2 Working Days); (d) manufactured synthetic data is to be used to comply with Data Protection Legislation; (e) any Non-Functional Requirements relevant to the VTE to be provided in accordance with the NFR Matrix (Appendix 1 to this Annex) (f) all Patches for the VTE to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex).		Approximately 8,000 End Users per annum Host a minimum of 60 virtual classrooms, each with a minimum of 13 logons per classroom, per annum. Data refreshes occur following every release and at up to an additional 4 occasions in the year.		The training Application Instance is administered by the single Service Administration Training Schools. Manufactured synthetic data is to be used so that there is no relationship or traceability to live JPA personnel details.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		(g) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 48.2 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application;					
M49	Application Provisioning - Support, Testing, Sandpit, Training	49.1 Provide, host, maintain and support a training Application Instance for JPA Prisoner Administration Users, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) training Application Instance software version shall be upgraded to reflect the current JPA Live and Strat MI systems within four weeks of change releases to either JPA or Strat MI, whichever is the latest, unless otherwise agreed with the Authority (Tech Assurance); (c) Training Application Instance Data is to be refreshed at the request of the Authority (SO1 C&I). (the trigger being when the data is no longer useable due to User entries) and completed and accepted by the Authority (SO1 C&I), within 2 Working Days; (d) manufactured synthetic data is to be used to comply with Data Protection Legislation; (e) any Non-Functional Requirements relevant to the JPA Prisoner Admin training Application Instance to be in accordance with the NFR Matrix (Appendix 1 to this Annex); (f) all Patches for the JPA Prisoner Admin training Application Instance to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (g) Incident Resolution to be performed in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 49.2 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application;		Approximately 2,000 End Users per annum Host a minimum of 60 virtual classrooms, each with a minimum of 13 logons per classroom, per annum. Data refreshes occur following every release and at up to an additional 4 occasions in the year.		It is an Authority (SO1 C&I) responsibility to approve Planned Downtime. The training Application Instance is administered by the Authority (SO1 C&I). Manufactured synthetic data is to be used so that there is no relationship or traceability to live JPA personnel details.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M50	Application Provisioning -	50.1 Provide JPA E-Learning Training for HR Professional and Self Service Users, in accordance with:		Approximately 2,500 concurrent End Users			Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
	Support, Testing, Sandpit, Training	(a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) e-Learning material to be updated to reflect all changes of each major JPA release within 4 weeks of each major JPA release, unless agreed otherwise by the Authority (SO1 C&I); (c) e-Learning material to be made available on the JPA Portal and passed by electronic media to the Authority; (d) e-Learning material must be compatible with being hosted on the MOD Defence Learning Environment. (e) training coverage to include, but not be limited to the following business function areas: (i) HR Professional; (ii) Self Service and Career Manager; (iii) Absences; (iv) Appraisals; (v) Pay; (vi) Expenses; (vii) Disturbance & Education; (viii) Early Termination; (ix) Service History; (i) Personnel Details; (f) any Non-Functional Requirements relevant to the JPA e-Learning Training Application Instance to be provided in accordance with the NFR Matrix (Appendix 1 to this Annex); (g) all Patches for the JPA E-Learning Training Application Instance to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (h) Incident Resolution to be performed in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex).					Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M51	Application Provisioning - Support, Testing, Sandpit, Training	51.1 Provide, host, make available, maintain and support a VWCS training application, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room);		Currently approximately 100 End Users		Current base functionality as shown in the "CASS Register" that is held in the Data Room. The latest approved version of the documentation is to be used to establish current state.	Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54]

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVELS	VOLUME	KPI/SPI	ADDITIONAL INFORMATION – FOR TENDERING ONLY *to be removed following Contract Award*	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
		(b) the functional requirements of the VWCS Business Processes, as defined in the Agreement and the 'Business Process Guides' available in the Data Room; (c) any Non-Functional Requirements relevant to the VWCS to be provided in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the (VWCS) to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex); and (e) Incident Resolution to be performed in accordance with the Incident Resolution Matrix (Appendix 2 to this Annex). 51.2 Provide and maintain an End User maintenance capability for the VWCS Training application, for creation, change and removal of End User accounts and the resetting of passwords. End User account maintenance to be actioned within 1 Working Day of receipt of an Authorised request from the Authority (SO2 CASS). 51.3 Provide an electronic report of the volumetrics of End Users and all new End Users each week to the Authority (SO2 CASS). The report is to also include the number of records held on this Application.					Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5
M52	Application Provisioning - Support, Testing, Sandpit, Training	52.1 Provide host, make available for use by the Authority by July 2020, maintain and support a JPA and StratMI SandPit Application Instance, in accordance with: (a) latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (b) all Changes (including patching) to be applied to the Application Instance no more than 2 weeks after the live Application Instances are updated, to ensure the currency of functionality is close to the extant production Application Instance; (c) any Non-Functional Requirements relevant to the JPA and StratMI Sandpit Application Instance to be provided in accordance with the NFR Matrix (Appendix 1 to this Annex); (d) all Patches for the JPA and StratMI Sandpit Application Instance to be applied in accordance with Patching Requirements and Timescales (Appendix 3 to this Annex);		Up to 50 concurrent End Users			Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

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		(e) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 of this Annex); (f) the user interface to the Application Instance shall include a persistent, clear and unambiguous identification mechanism to distinguish it from the Production instance; and (g) the Application Instance shall have all functionality of the live JPA/OBIEE system, including (but not limited to): (i) print; (ii) workflow; (iii) exporting OBIEE and concurrent report data to excel; (iv) capability for Authority staff to develop and amend OBIEE reports; and (v) security features and accreditation in line with the live system.					
M53	Application Provisioning - Support, Testing, Sandpit, Training	53.1 Ensure that the JPA & StratMI sandpit Application Instance meets the Authority functional and data requirements, in accordance with: (a) the Application Instance requiring ID verification details and sexual orientation declaration data items to be amended/anonymised (as directed by SO1 Pers Processes); (b) the data set for the Application Instance being reflective of the production Application Instance in volume, construct, and content; (c) the Application Instance having the same JPA/StratMI responsibilities and Security Profiles as those allocated in the live system except for the Authority Process Leads who require the JPA responsibility of TAS System Admin; (d) MI staff requiring access to change permissions on the 'Mil MI Administration Tool to manage catalogue groups'; (e) the personnel data in the Application Instance to be refreshed in line with Release updates, CMUs, Fixes and Patches; (f) successfully process JPA Application Instances running overnight and processes successfully; (g) Application Instance being kept up to date; Release updates, CMUs, Fixes and Patches must be applied to the system in line with the		Up to 50 concurrent End Users			Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

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		live instance of JPA and Strat MI which includes the EOY/SOY processes; (h) an ETL to populate the StratMI element of the Application Instance, to be run to the same frequency as Production to update the OBIEE Strat MI data, unless otherwise agreed with the Authority and overnight ETL status to be communicated to a group email maintained by the Authority; (i) an update to OBIEE Strat MI WebCat (taken from live JPA) to run every 28 days to maintain currency of the OBIEE Strat MI folder structure; and (j) the Application Instance benefitting from a technical helpdesk support (JPAC EC), BPO support, JPA and StratMI system support and administration.					
M54	Application Provisioning - Support, Testing, Sandpit, Training	54.1 Provide Application Instances to the Authority (Test Manager) capable of undertaking User Acceptance Testing (UAT) of Releases and change, to enable meaningful and representative testing in alignment with the following, unless agreed otherwise by the Authority (Test Manager): (a) must meet the detailed requirements as set out in Schedule 6.2 (Testing), and Schedule 8.2 (Change); (b) must meet the criteria as agreed in the Test Plan for the Release or change being tested; (c) Application Instances(s) to be made available to the Authority, with the fully deployed Release or change content, at least 10 Working Days prior to the commencement of UAT; (d) Application Instance(s) availability and data content (Release or change dependent) will be established as entry criteria for the UAT and agreed by the Authority within the Test Plan; (e) for the duration of the UAT phase and the pre and post availability periods, the Application Instance(s) are to be for the exclusive use of the Authority; (f) the UAT duration must be agreed by the Authority (Test Manager) in the Test Plan but will be defaulted to 10 Working Days for a Major Release; (g) Application Instances(s) to be retained and remain available to the Authority, for at least 10		Up to 75 concurrent End Users.			Schedule 4.1 - Common Technical and Enabling Services Section: 12.55 Application Provisioning - Support, Testing, Sandpit, Training [M1, M34, M35, M36, M48, M49, M50, M51, M52, M53, M54] Section: 12.90 Application Provisioning - Support, Testing, Sandpit, Training [M48-M54]] Section: 1.1 Application Support Management (AMS) Paragraph: 16.6.5

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		working days following the deployment to Production of the Release or change; (h) to be capable of undertaking testing of all Business Processes and their dependent Applications in scope of the Release or change being deployed; (i) capable of representative testing of the Release or change being deployed, as it will be subsequently applied to Production; (j) where testing requires interfacing or integration of more than one Application then that technical and functional capability is to be available; (k) Application Instance(s) will be populated with live data (non-obfuscated) unless agreed otherwise with the Authority (Test Manager); (l) currency of data in the test Application Instance(s) to be no older than 20 Working Days from the start date of UAT; (m) data integrity, currency and consistency must be maintained across all Application Instances(s), where integration and interfacing is being tested; (n) Application Instance(s) to be accessible from Authority End User access devices; (o) Applications to be provided in accordance with latest approved version of the technical specifications (identified and referenced in the "Apps Design Docs Matrix" that is held in the Data Room); (p) UAT Application Instance(s) to have sufficient capacity to conduct full end-to-end testing during the UAT phase without unreasonable limit on the number of testers; (q) UAT Application Instances(s) to be representative of the performance and capability on the equivalent Production Application Instances for all End User interface activities; (r) provide UAT End User access accounts to the Authority (Test Manager) 10 Working Days in advance of UAT commencement; (s) where the Mil Pers & Vets Reporting Platform is being tested, the Application Instances(s) must be capable of executing Data Warehouse Initial Load and Incremental Load tests for full data lifecycle testing from source Application Instance(s) to Data Warehouse; and					

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		(t) any Non-Functional Requirements relevant to the UAT Application Instance(s) to be accordance with the NFR Matrix (Appendix 1 of this Annex) and all downtime/unavailability of the Application Instance(s) must be agreed with the Authority (Test Manager).					
M55	Interface Provisioning	55.1 Deliver, maintain and support all Data interfaces (both intra and inter the IT Environment), in accordance with: (a) the latest approved version of the technical specifications (identified and referenced in "The Data Interfaces Register" held in the Data Room); (b) the current set of interfaces as listed in the "The Data Interfaces Register" (held in the Data Room); (c) create and maintain an Interface Control Document for all Data Interfaces and Data Feeds which is to be agreed between the sending and receiving parties and the Authority (Tech Assurance) and provided to the Authority within 10 Working Days of issuing the final agreed version; (d) Data Interface errors (for example, but not to be limited to; data issues, communications issues, logic issues, technical / functional errors, off schedule runs) must be reported to the Service Desk for investigation, resolution or progression; (e) a weekly Data Interfaces status report to be provided to the Authority (Tech Assurance) on the first Working Day of the week, to cover the period since the last report was delivered. The report must include, but not be limited to; (i) report on all executions of all Interfaces & Data Feeds; (ii) date & time of each execution - start and end times; and (iii) status of execution (for example, fail, completed no errors, and stalled); and (f) data volumes for success and fail (row count and/or Mb). Each scheduled report has a specific criterion in relation to the date and the frequency it is run. Examples of these reports are found in the Data Room. Currently these are Interface Error Reports for DMICP and DRS. (a) any Non-Functional Requirements relevant to the Data Interfaces and Feeds to be in					Schedule 4.1 - Common Technical and Enabling Services Section: 12.4 Service Asset and Configuration Management [M1, M37] Paragraph: 12.40.2

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		accordance with the NFR Matrix (Appendix 1 to this Annex); (b) all Patches for the 'Data Interfaces' and 'Feeds' to be applied in accordance with Patching Requirements and Timescales (Appendix 3 of this Annex); and (c) Incident Resolution to be provided in accordance with the Incident Resolution Matrix (Appendix 2 of this Annex). 55.2 For the avoidance of doubt, 'Interfaces' includes all electronic and non-electronic transmission of structured data, regardless of the underlying platform used to export, import or interface the Data (i.e. it is not solely the hub based interfaces).					
M56	Data Room	56.1 Within 60 Working Day of the Effective Date, undertake an audit on the Data Room and perform the following: (a) identify all necessary and valid documentation; (b) ensure all valid documentation is consistently formatted to templates agreed with the Authority; (c) relocate identified documentation to the future Data Room structure; and (d) archive all documentation identified as retired.	56.2 Audit does not identify any failures of this requirement.				Schedule 4.1 - Common Technical and Enabling Services Section: 1.1 Introductions and Solution Overview Paragraph: 1.1.3
M57	Data Room	57.1 Every 2 months from Effective Date, provide a copy of the Data Room in the format as agreed between the Parties.					Schedule 4.1 - Common Technical and Enabling Services Section: 1.1 Introductions and Solution Overview Paragraph: 1.1.3
M58	Data Room	58.1 Within 3 months from Operational Service Commencement Date, update the Service Operation Manual to establish the process and procedures for maintaining, auditing and refreshing the Data Room which shall include the following obligations: (a) maintain a comprehensive, coherent and valid copy of the full set of technical and business process documents that define and document the Services and their provision; (b) the Data Room must contain all documentation that is maintained by the Contractor to support the provision of the Services; (c) the Data Room must be structured and matured based upon ITSM stages and must accommodate the disaggregation of the					Schedule 4.1 - Common Technical and Enabling Services Section: 1.1 Introductions and Solution Overview Paragraph: 1.1.3

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		Services and the needs of the Pseudo SIAM approach; (d) from Operational Service Commencement Date, provide a refresh every two months to the Business Continuity Data Room, such that it fully reflects the complete content of the Contractor documentation at that time; and (e) provide any reasonable assistance to the Authority to allow for an audit of the Data Room to be undertaken by the Authority following each refresh.					