FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 13 – TECHNICAL

ANNEX M - TECHNICAL & APPLICATIONS

APPENDIX 1 - NON-FUNCTIONAL REQUIREMENTS & SERVICE AVAILABILITY

1 DEFINITIONS

1.1 In this Part 13 of Schedule 2.1, the following definitions shall apply:

Service Availability	a means to measure and report on the Core Hours and Non-Core Hours and Percentage that any application or service should be available to its target consumers;
Core Hours	those hours of the day (UK local time) during which the majority of user interaction and Service usage is undertaken;
Non-Core Hours	those hours of the day (UK local time) which are not defined by the Core Hours and where the Service Availability metrics may be reduced or waived, based upon the agreed Operational Schedule Plan;
Operational Schedule Plan	a Service Operations calendar (see Schedule 2.1, Part 13), which provides the pre-defined scheduled maintenance time periods, scheduled jobs and planned downtime, where there may be disruption or outage of Services or components, which affect the availability, capability or Performance of the Service. Except for exceptional circumstances, these should always be undertaken in the Non-Core Hours;
Performance	a measure of performance for the system or Service, defined as an allowable level of system degradation for Core and Non-Core Hours, when measured at a known point and up to maximum concurrent users, where within the Contractor's control;
Service Quality Performance	a measure of service quality for the system or Service, where the End User experience and background process execution is consistent with the Authority's performance expectation (see Application Performance Monitoring as set out in Schedule 2.1 Part 13). This service quality level must be maintained for the specified number of Maximum Concurrent Users without performance degradation; and
Accessibility	the design of products, devices, services, or environments for people who experience disabilities. Each application or service should be listed with any known Accessibility Standards that are applicable, examples include: Web Content Accessibility Guidelines (WCAG) 2.0 (http://www.w3.org/TR/2008/REC-WCAG20-20081211/#conformance-reqs).

2 SERVICE CONTINUITY & DISASTER RECOVERY – TEST ASSURANCE LEVELS

2.1 All integration hub interfaces (for integration within the Contractor System) to be tested concurrently with each other and at same time as JPA DR test.

2.2 Core systems within the Contractor System (being JPA and collocated applications with JPA (namely, JPA Portal, HUB, Remote, TSAR and Strategic MI)) to be tested concurrently as one integrated test.

Test Type	Test Type Summary Description	Assurance Level	Assurance %	Assurance Definition
DR00	Failure to test	Nil	0%	No or low assurance, unacceptable.
DR01	Proof read (system component)	Low	15%	
DR02	Proof read (whole system DR)	Low	15-25%	
DR03	Desk top (system component)	Low-Medium	26-35%	Limited assurance. Only acceptable where there is clear intent to achieve acceptable level or where aggregated with another exercise / test.
DR04	Desk top (whole system DR)	Medium	36-50%	
DR05	Technical (Isolated - system component)	Medium	51-65%	
DR06	Technical (Live - system component)	Medium-High	66-80%	
DR07	Technical (Isolated - whole system DR)	High	81-90%	An acceptable level attained. May include aggregated exercise / test outcomes.
DR08	Technical (Live - whole system DR)	High	91-100%	

3 NON-FUNCTIONAL REQUIREMENTS FOR INITIAL MODE OF OPERATION AT SERVICE COMMENCEMENT

3.1 This Paragraph sets out the Non-Functional Requirements to be met by the Contractor at Operational Service Commencement Date until the Transformation of the Application Services (as set out in Schedule 6.1). Following Transformation of an Application Service, the Non-Functional Requirements (as set out in Paragraph 3 below) are to be met.

3.2 The Contractor shall only be allowed up to 8 hours of Service Downtime for Permitted Maintenance in any one Service Period which shall be carried out in such a manner and at such times during Non-Core Hours so as to avoid (or where this is not possible so as to minimise) disruption to the IT Environment and the Services

3.3 The Contractor acknowledges and agrees that the availability requirement of the 'UAT Environment(s)' Application Service is for the agreed duration of the UAT phase of testing, including at least 10 Working Days preceding UAT start date and 10 Working Days following deployment of the release to the Production Environment.

3.4 Unless otherwise stated, the days, hours and minutes used within this paragraph are to be taken as calendar elapsed time periods.

	NFR	SERVICE AVAILABILITY									SERVICE CONTINUITY				CAPACITY	PERFORMANCE			ACCESSIB-ILITY
Application Service		Primary Hours (Core Hours)			Secondary Hours (Non-Core Hours)			Tertiary Hours (Non-Chore Hours)			Recovery Point Objective	Recovery Time Objective	Annual BCDR Test Require-ment	Biennial BCDR Test Require-ment	Minimum Available Storage Capacity	Point of Measure-ment	Maximum Concurrent Users	Allowable Degradation	
		Days	Hours	%	Days	Hours	%	Days	Hours	%	Period	Period	Test Type	Test Type	%			%	
Core Applications	JPA	Mon to Fri	0700 - 1900	99.9 %	Mon to Fri Sat / Sun	1900-0700 0000-2359	95.0%	N/A	N/A	N/A	1 hour	24 hours	DR07	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	Mil Pers & Vets Reporting Platform (StratMI)	Mon to Fri	0700-1900	99.5 %	Mon to Fri Sat / Sun	1900-0100 0700-0100	95.0%	Mon to Sun	0100-0700	20.0 %	24 hours	72 hours	DR07	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
Training Applications	Virtual Training Environment - Professional User	Mon to Fri	0700-1900	98.0 %	N/A	N/A	N/A	N/A	N/A	N/A	N/A	31 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
	Virtual Training Environment - Self Service User	Mon to Fri	0700-1900	98.0 %	N/A	N/A	N/A	N/A	N/A	N/A	N/A	31 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
	Virtual Training Environment - Prisoner Admin	Mon to Fri	0700-1900	98.0 %	N/A	N/A	N/A	N/A	N/A	N/A	N/A	31 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
	JPA E-Learning - Professional and Self Service User	Mon to Fri	0700-1900	98.0 %	N/A	N/A	N/A	N/A	N/A	N/A	N/A	31 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
Testing, Support, and Sandpit Environments	JPA & StratMI Sandpit Environment	Mon to Fri	0700-1900	95.0 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	5 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
	UAT Environments	Mon to Fri	0700-1900	99.5	Sat / Sun	0700-1900	95%	N/A	N/A	N/A	24 hours	14 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
	StratMI Production Support Environment	Mon to Fri	0700-1900	95.0 %	Sat / Sun	0700-1900	75%	N/A	N/A	N/A	24 hours	2 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
CASS Apps	ACSS - AFMD	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0

	NFR	SERVICE AVAILABILITY									SERVICE CONTINUITY				CAPACITY	PERFORMANCE			ACCESSIB-ILITY
Application Service		Primary Hours (Core Hours)			Secondary Hours (Non-Core Hours)			Tertiary Hours (Non-Chore Hours)			Recovery Point Objective	Recovery Time Objective	Annual BCDR Test Require-ment	Biennial BCDR Test Require-ment	Minimum Available Storage Capacity	Point of Measure-ment	Maximum Concurrent Users	Allowable Degradation	
		Days	Hours	%	Days	Hours	%	Days	Hours	%	Period	Period	Test Type	Test Type	%			%	
	ACSS - CCS	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	ACSS - DMD	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	ACSS - GRD	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	ACSS - SECBUSDB	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	CAPS	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR07	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	CMS	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	7 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	DPRR	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	3 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	EDCD	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	EDM	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	3 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	FENAS	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	24 hours	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	FTS	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	3 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	JPA Portal	as JPA entry																	
	LONDON GAZETTE	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	7 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
	MODMO	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	3 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	MPAIR	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	31 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	PA	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	21 days	DR04	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	TSAR	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	7 days	DR07	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	VWCS	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	24 hours	3 days	DR07	DR08	N/A	SDP	See Annex M	0%	WCAG 2.0
	VWCS Training	Mon to Fri	0700-1900	98.5 %	N/A	N/A	N/A	N/A	N/A	N/A	N/A	31 days	N/A	N/A	N/A	SDP	See Annex M	0%	WCAG 2.0
Interfaces	ALL												DR07	DR08					

4 NON-FUNCTIONAL REQUIREMENTS FOR TRANSFORMED SERVICES

4.1 This Paragraph sets out the Non-Functional Requirements to be met by the Contractor after the Application Service has completed its Transformation milestone (as set out in Schedule 6.1).

4.2 The Contractor shall only be allowed up to 8 hours of Service Downtime for Permitted Maintenance in any one Service Period which shall be carried out in such a manner and at such times during Non-Core Hours so as to avoid (or where this is not possible so as to minimise) disruption to the IT Environment and the Services.

4.3 The Authority may at its discretion reduce or waive the required Service Availability metrics for Non-Core Hours which the Contractor shall reflect in the Operational Schedule Plan.

4.4 The Contractor acknowledges and agrees that the availability requirement of the 'UAT Environment(s)' Application Service is for the agreed duration of the UAT phase of testing, including at least 10 Working Days preceding UAT start date and 10 Working Days following deployment of the release to the Production Environment.

4.5 During deployments of Major Releases, such as Tech Refresh or core Transformation activities, a time limited waiver or reduction of one more of these Performance Indicators may be granted by the Authority and would not be unreasonably refused by the Authority when presented with sufficient justification and advance notice.

4.6 Unless otherwise stated, the days, hours and minutes used within this paragraph are to be taken as calendar elapsed time periods.

NFR		SERVICE AVAILABILITY						SERVICE CONTINUITY				CAPACITY	SERVICE QUALITY PERFORMANCE				ACCESSIBILITY
Application Service (or equivalent naming following Transformation)		**Core Hours**			**Non-Core Hours – Targeted (where not stated, these are to be the remaining hours outside of the Core Hours) See definition of Non-Core Hours for how these values should be treated**			**Recovery Point Objective**	**Recovery Time Objective**	**Annual BCDR Test Requirement**	**Biennial BCDR Test Requirement**	**Minimum Available Storage Capacity**	**Point of Measure-ment**	**Maximum Concurrent Users**		**Reduction in Maximum Concurrent Users for Non-Core Hours**	
		Days	**Hours**	**%**	**Days**	**Hours**	**%**	**Period**	**Period**	**Test Type**	**Test Type**	**%**				**%**	
Core Applications	JPA	Mon to Fri	0700 -1900	99.9%			99.9%	30 minutes	8 hours	DR07	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	Mil Pers & Vets Reporting Platform (StratMI)	Mon to Fri	0700-1900	99.9%			99.9%	24 hours	48 hours	DR07	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
Training Applications	Virtual Training Environment - Professional User	Mon to Fri	0700-1900	99%			99%	N/A	72 hours	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
	Virtual Training Environment - Self Service User	Mon to Fri	0700-1900	99%			99%	N/A	72 hours	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
	Virtual Training Environment - Prisoner Admin	Mon to Fri	0700-1900	99%			99%	N/A	72 hours	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
	JPA E-Learning - Professional and Self Service User	Mon to Fri	0700-1900	99%			99%	N/A	72 hours	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
Testing, Support, and Sandpit Environments	JPA & StratMI Sandpit Environment	Mon to Fri	0700-1900	99%			99%	24 hours	72 hours	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
	UAT Environment(s)	Mon to Fri	0700-1900	99.5%	Sat / Sun	0700-0900	99%	24 hours	14 days	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
	StratMI Production Support Environment	Mon to Fri	0700-1900	99%			99%	24 hours	5 days	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
CASS Apps	ACSS - AFMD	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	ACSS - CCS	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	ACSS - DMD	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	ACSS - GRD	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	ACSS - SECBUSDB	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	CAPS	Mon to Fri	0700-1900	99.9%			99.9%	1 hour	8 hours	DR07	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	CMS	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	DPRR	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	EDCD	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	EDM	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0

NFR		SERVICE AVAILABILITY						SERVICE CONTINUITY				CAPACITY	SERVICE QUALITY PERFORMANCE				ACCESSIBILITY
Application Service (or equivalent naming following Transformation)		**Core Hours**			**Non-Core Hours – Targeted (where not stated, these are to be the remaining hours outside of the Core Hours) See definition of Non-Core Hours for how these values should be treated**			**Recovery Point Objective**	**Recovery Time Objective**	**Annual BCDR Test Requirement**	**Biennial BCDR Test Requirement**	**Minimum Available Storage Capacity**	**Point of Measure-ment**	**Maximum Concurrent Users**		**Reduction in Maximum Concurrent Users for Non-Core Hours**	
		Days	**Hours**	**%**	**Days**	**Hours**	**%**	**Period**	**Period**	**Test Type**	**Test Type**	**%**				**%**	
	FENAS	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	FTS	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	JPA Portal	As per JPA															
	LONDON GAZETTE	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
	MODMO	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	MPAIR	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	PA	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR04	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	TSAR	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR07	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	VWCS	Mon to Fri	0700-1900	99%			99%	1 hour	24 hours	DR07	DR08	N/A	SDP	See Annex M		50%	WCAG 2.0
	VWCS Training	Mon to Fri	0700-1900	99%			99%	N/A	5 days	N/A	N/A	N/A	SDP	See Annex M		50%	WCAG 2.0
Interfaces	ALL									DR07	DR08	N/A		See Annex M		0%	