

CONNECTIVITY CONSOLIDATED CONTRACT SCHEDULE

CONSOLIDATED SCHEDULE 2

IMPLEMENTATION PLAN

for Contract Number DCNS/080

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CONSOLIDATED SCHEDULE 2 IMPLEMENTATION PLAN

This Consolidated Schedule provides a consolidated version of the requirements of Schedule 4.1 (*Implementation Plan*) of the Call-Off Terms, Appendix 8 to the Call-Off Form, and the Customer Authority's special terms relating to the Implementation Programme and Implementation Plan.

Capitalised terms used but not defined in this Consolidated Schedule are defined in Consolidated Schedule 1 (*Definitions*).

1 INTRODUCTION

1.1 The purpose of this Consolidated Schedule is to:

- 1.1.1 set out the Contractor's general obligations in respect of the Implementation Programme (see Paragraph 2 below);
- 1.1.2 set out the Contractor's obligations for preparing True-up Reports (see Paragraph 3 below);
- 1.1.3 set out the Outline Implementation Plan which identifies the steps required to Transition the Services from the Outgoing Service Provider(s) to the Contractor, and subsequently Migrate those Services to the Contractor Service Descriptions (see Paragraph 4 below);
- 1.1.4 describe the Contractor's obligations and responsibilities in respect of Milestones (see Paragraph 5 below);
- 1.1.5 define a process for the preparation and implementation of the Detailed Implementation Plan to deliver the Services (see Paragraph 6 below);
- 1.1.6 define a process for acceptance of Milestones (see Paragraph 7 below);
- 1.1.7 describe the governance applicable to the Implementation Programme (see Paragraph 8 below);
- 1.1.8 describe the reporting to be delivered by the Contractor in relation to the Implementation Programme (see Paragraph 9 below);
- 1.1.9 identify the process for the closure of the Implementation Programme (see Paragraph 10 below); and
- 1.1.10 identify the Milestones (and associated Deliverables) and Tests.

2 GENERAL IMPLEMENTATION OBLIGATIONS

2.1 The Contractor shall:

- 2.1.1 develop and implement the processes necessary to complete the Implementation Programme, including performing the activities described in this Consolidated Schedule (including the Appendices);
- 2.1.2 ensure, with reference to its knowledge of Good Industry Practice and experience gained through its operations with other customers, that such Implementation Programme:

- (i) achieves best value for money through identified opportunities including potential rationalisation of the Services;
 - (ii) takes account of the Customer Authority's priorities for Service delivery (including the order in which the Contractor shall complete Transition and Migration in respect of the Sites) which shall be communicated by the Customer Authority and agreed with the Contractor through regular dialogue between both Parties throughout the Implementation Programme period;
 - (iii) is designed to avoid disruption to the Customer Authority's operations;
 - (iv) effects the smooth Transition and Migration of the Services; and
 - (v) from the relevant Operational Service Commencement Date for each Service, delivers that Service in accordance with the Service Levels and ensures that the design and performance of the Implementation Programme does not adversely impact either the service levels or the overall delivery of the services provided by the Contractor or any Customer Authority Third Parties;
- 2.1.3** efficiently and effectively deliver the Implementation Programme and perform all functions and activities necessary to carry out its obligations in accordance with the Detailed Implementation Plan, through an appropriately resourced, skilled and experienced team;
- 2.1.4** provide proactive programme management associated with the performance of its responsibilities under this Consolidated Schedule, including its Appendices, in accordance with Good Industry Practice, including:
- (i) identifying and resolving problems in a timely manner in order to ensure the timely completion of each Milestone and Implementation Programme activity;
 - (ii) promptly, and at least within five (5) Working Days of the Contractor becoming aware of any such risks, informing the Customer Authority of any risks to the Service Delivery Supply Chain which arise (to the extent not already captured in the Implementation Programme RAID Log as stated in Paragraph 9.3.2 of this Consolidated Schedule), and managing the risks that are within the Contractor's reasonable control;
 - (iii) ensuring that Downtime, where unavoidable, is kept to a minimum, and planned in accordance with Clauses 7.3 to 7.17 of this Consolidated Contract and the Standards;
 - (iv) without prejudice to the process for agreeing Planned Downtime set out in Clauses 7.3 to 7.17 of this Consolidated Contract, ensuring that the Contractor uses time during any Downtime as effectively as possible (and coordinates with the Other Tower Service Providers as appropriate) in order to maximise the opportunities for work to be carried out by the Contractor and Other Tower Service Providers during a Downtime period, so that the amount and duration of any Downtime is kept to a minimum; and
 - (v) ensuring continuity of the Services with planned fall-back options in the event of any failures during the Implementation Programme;

- 2.1.5 cooperate openly with the Customer Authority (including the Customer Authority's implementation team) and its stakeholders to:
- (i) establish key governance, management and reporting mechanisms (as detailed in Paragraph 8 of this Consolidated Schedule);
 - (ii) co-ordinate activity at Customer Authority Premises with other Customer Authority programmes; and
 - (iii) establish and maintain an interface, and cooperate, with Outgoing Service Provider(s) to ensure that the Transition activities integrate successfully with the Outgoing Service Provider(s)' exit activities in order to deliver and complete Transition seamlessly in respect of all Services and to avoid disruption to the Service Delivery Supply Chain;
- 2.1.6 support the delivery of Customer Authority business as usual Service management activities during the Implementation Programme:
- (i) by maintaining the ability to accept and implement Service Requests for all Services from the relevant Operational Service Commencement Date and thereafter throughout the Implementation Programme period, unless otherwise agreed in writing by the Customer Authority, such form of writing to refer to this Paragraph 2.1.6(i);
 - (ii) by producing, and complying with management documentation in relation to the Services, which contains globally consistent and auditable ITIL guidelines-based processes that are aligned to the Standards and the Customer Authority's Service Management Framework and all codes of practice which provide details of the business and technical processes that support the Customer Authority OSM (the "**Customer Authority Service Management Documentation**"). The Contractor shall clearly document and agree with the Customer Authority in writing, within thirty (30) Working Days of the Effective Date, any allowed exceptions to such alignment; and
 - (iii) by participating in knowledge transfer activities such as the production of Knowledge Articles in accordance with the ISS ITIL Processes, such Knowledge Articles to inform and enable the Customer Authority to perform First Time Fixes;
- 2.1.7 carry out the Implementation Programme in accordance with the following deployment requirements:
- (i) the Contractor shall coordinate the Implementation in respect of Customer Authority Sites so that the Transition and Migration in respect of each Hub Site is performed in parallel with the Transition and Migration in respect of the Spoke Sites which relate to it;
 - (ii) without prejudice to Paragraph 2.1.7(iii) below, the Contractor shall complete Implementation in respect of Customer Authority Sites in a manner that focuses on completing Implementation in respect of Customer Authority Sites within the same Army region (as detailed in Appendix 2 to this Consolidated Schedule) in parallel or close in time, with a view to maximising the number of End Users receiving Migrated Services;

- (iii) in performing its Implementation obligations pursuant to Paragraphs 2.1.7(i) and 2.1.7(ii) above, the Contractor shall take into account the Customer Authority's priorities as follows (in no particular order):
 - (a) carrying out Implementation in respect of all Services at the four Customer Authority Sites identified as "top four" in Appendix 3 to this Consolidated Schedule (the "**Pilot Sites**") and using the information gained from carrying out Implementation at the Pilot Sites to inform and de-risk the approach to Implementation across the other Customer Authority Sites;
 - (b) completing Implementation at the sites specified in Appendix 3 to this Consolidated Schedule other than the Pilot Sites ("**Customer Authority Critical Sites**"), as amended by the Customer Authority from time to time in accordance with this Paragraph 2.1.7(iii); and
 - (c) completing Implementation at Customer Authority Sites in Germany, and the Customer Authority's three Permanent Joint Operating Base Sites in Cyprus, Gibraltar and the Falkland Islands, in priority to completing Implementation at other Customer Authority Sites outside of the UK.

Without prejudice to the above, the Customer Authority (but not the Contractor) may amend the identities of the Customer Authority Critical Sites at its sole discretion on giving the Contractor not less than ten (10) days' notice.

3 TRUE-UP PROCESS

3.1 The Contractor shall, no later than ten (10) Working Days from: (i) the start of each Quarter during the True-Up Period; and (ii) the start of the first Quarter immediately following the end of the True-Up Period, provide a report in a format Approved by the Customer Authority ("**True-up Report**"), setting out:

3.1.1 in respect of each Volume Charge Service Element Transitioned at a Customer Authority Site during the immediately preceding Quarter:

- (i) the number of Units of the Volume Charge Service Element shown in the 'Pre-Migration Quantity' column of the Service Evaluation Model; and
- (ii) where Transition in respect of the Volume Charge Service Element occurs prior to Migration in respect of the Volume Charge Service Element, the actual number of Units of the Volume Charge Service Element provided at that Customer Authority Site to replace the substantially similar services being provided by the Outgoing Service Provider (the "**Actual Transition Volume**");

3.1.2 in respect of each Volume Charge Service Element Migrated at a Customer Authority Site during the immediately preceding Quarter:

- (i) the number of Units of each Volume Charge Service Element that the 'Post-Migration Quantity' column of the Service Evaluation Model shows are to be delivered in respect of the relevant Customer Authority Site; and

- (ii) the actual number of Units of that Volume Charge Service Element provided by the Contractor to the Customer Authority in respect of the relevant Customer Authority Site on the date of completion of Migration in respect of that Volume Charge Service Element (the “**Actual Migration Volume**”); and
- 3.1.3 in respect of the figures provided pursuant to Paragraphs 3.1.1 and 3.1.2 above:
 - (i) where Transition in respect of a Volume Charge Service Element occurs prior to Migration in respect of the same Volume Charge Service Element, the difference between:
 - (a) the Service Evaluation Model figures provided for the purposes of Paragraph 3.1.1(i) above and the Actual Transition Volume for that Volume Charge Service Element;
 - (b) the Service Evaluation Model figures provided for the purposes of Paragraph 3.1.2(i) above and the Actual Migration Volume for that Volume Charge Service Element; and
 - (c) the Actual Transition Volume and the Actual Migration Volume for that Volume Charge Service Element (whether such figures are provided during the same Quarter or in different Quarters); or
 - (ii) where Transition and Migration in respect of a Volume Charge Service Element occur at the same time, the difference between:
 - (a) the Service Evaluation Model figures provided for the purposes of paragraph 3.1.1(i) above and the Actual Migration Volume for that Volume Charge Service Element; and
 - (b) the Service Evaluation Model figures provided for the purposes of Paragraph 3.1.2(i) above and the Actual Migration Volume for that Volume Charge Service Element.
- 3.2 The Contractor shall, on request by the Customer Authority, promptly provide:
 - 3.2.1 any evidence reasonably requested by the Customer Authority in order to verify the information set out in a True-up Report, including the techniques used to measure or calculate the Actual Transition Volumes and Actual Migration Volumes; and
 - 3.2.2 guidance on how any changing business requirements of the Customer Authority (including requirements reflecting End User preferences) might impact the number of Units shown against each Volume Charge Service Element in a True-up Report.
- 3.3 The Contractor shall calculate and invoice the Customer Authority for the Charges in respect of Volume Charge Service Elements in accordance with Paragraph 3 (*Service Charges*) of Consolidated Schedule 9 (*Charges and Invoicing*), using the Actual Transition Volumes or the Actual Migration Volumes, as applicable.
- 3.4 The Contractor shall ensure that:
 - 3.4.1 any Report or Plan relating to capacity management that is referred to in Appendix 1 (*Governance and ISS ITIL Processes Reports*) or Appendix 2 (*ISS ITIL Processes Plans*) to Consolidated Schedule 14 (*Performance Monitoring and Reporting*), includes the impact of the Actual Transition Volumes and the Actual

Migration Volumes (as applicable) on the Contractor's provision of the Services in accordance with the Standards, including any relevant ISS ITIL Processes; and

3.4.2 the Contractor uses the Actual Transition Volumes and Actual Migration Volumes to reflect any impact upon forecasts in relation to Implementation produced in accordance with the Standards, including any relevant ISS ITIL Processes relating to capacity management.

3.5 Any Dispute regarding the True-up Report or the way in which it has been prepared shall be dealt with in accordance with the Dispute Resolution Procedure.

4 OUTLINE IMPLEMENTATION PLAN

4.1 The Outline Implementation Plan is set out in Appendix 1 to this Consolidated Schedule. The prioritisation and order of the identified activities and Milestones shall be developed by the Contractor, and shall be subject to the agreement of the Customer Authority, to enable the Contractor to perform its obligations under this Consolidated Schedule and to implement the Implementation Plan.

4.2 The scope of the Outline Implementation Plan comprises two main activities: Transition and Migration. For the purposes of this Consolidated Contract these two activities are defined as follows:

4.2.1 "**Transition**" means, as the context dictates:

- (i) the performance by the Contractor of the activities to be carried out by the Contractor to achieve the smooth transfer of services similar to the Services from the Outgoing Service Provider to the Contractor to enable the Contractor to deliver the Services; and
- (ii) the period commencing on the Effective Date and ending on the Transition Acceptance Date.

4.2.2 "**Migration**" means the performance by the Contractor of the activities to be carried out by the Contractor to change the way in which the Services are delivered in order to achieve delivery of the Services using the methods described in Part B (*Contractor Service Descriptions*) of Consolidated Schedule 3 (*Service Requirements and Contractor Service Descriptions*), rather than the methods used by the Outgoing Service Provider.

Where the terms "**Transition**" or "**Migration**" are used in relation to a particular Service or Service Element at a particular Customer Authority Site, such term shall be construed as meaning the performance of all of the activities described in:

- (a) in the case of Transition, Paragraph 4.2.1 above; or
- (b) in the case of Migration, Paragraph 4.2.2 above,

in relation to the relevant Service or Service Element at the relevant Customer Authority Site, and the terms "**Transitioned**" and "**Migrated**" shall be construed accordingly.

4.3 Transition and Migration (whether in whole or in respect of a particular Service, a particular Service delivered at a particular Security Classification, a particular Service delivered at a particular Customer Authority Site, a particular Service Element or a particular Customer Authority Site) may or may not take place in parallel (in whole or in part).

5 MILESTONES AND MILESTONE DATES

- 5.1** The Contractor shall perform its obligations so as to Achieve each Milestone and Test by the relevant Milestone Date.
- 5.2** Changes to the Milestones, Tests and Milestone Dates shall be made only in accordance with Consolidated Schedule 16 (*Contract Change Procedure*).
- 5.3** If, and to the extent that, any changes are made to the Milestones, Tests and Milestone Dates pursuant to Paragraph 5.2 of this Consolidated Schedule, the Contractor shall, within five (5) Working Days of such changes being made or such longer period as the Parties may agree in writing, submit an updated Detailed Implementation Plan to the Customer Authority showing all such changes.

6 DETAILED IMPLEMENTATION PLAN

- 6.1** The Parties acknowledge the importance of detailed planning for the implementation of all of the Services under this Consolidated Contract and the need to develop and deliver the Detailed Implementation Plan in accordance with this Consolidated Schedule and Clause 3 (*Implementation Plan*) of this Consolidated Contract.
- 6.2** The Contractor shall ensure that the Detailed Implementation Plan it prepares and delivers to the Customer Authority incorporates all of the Milestones, Tests and Milestone Dates and includes (as a minimum):
- 6.2.1** clear details of all the steps required to Achieve the Milestones and/or Tests and describes the activities to be carried out by the Contractor to deliver all of the Milestones set out in the Outline Implementation Plan;
 - 6.2.2** dates for the commencement and completion of Testing in respect of each Milestone, Deliverable, Service and Service Element;
 - 6.2.3** all Project Milestones, including Project Milestones for:
 - (i) each date, in respect of each individual Customer Authority Site, that:
 - (a) Transition in respect of all Services will be completed at the relevant Customer Authority Site; and, if a different date
 - (b) Migration in respect of all Services will be completed at the relevant Customer Authority Site; and
 - (ii) each of the dates on which a Customer Authority Dependency relating to the provision of services from an Outgoing Service Provider shall no longer apply in relation to:
 - (a) each relevant Customer Authority Site;
 - (b) a whole Service; and
 - (c) all of the Services;
 - 6.2.4** methodology statements detailing how both Transition and Migration are to be carried out;
 - 6.2.5** details of:

- (i) the Implementation Programme definition, including objectives, scope, deliverables and benefits;
- (ii) Implementation Programme governance, management and organisation;
- (iii) stakeholder management;
- (iv) methodology and approach, including managing dependencies and potential conflicts including with Other Tower Service Provider services or implementation activities;
- (v) Implementation Programme delivery activities including:
 - (a) delivery of specification documents and Service Management documentation, including the Customer Authority Service Management Documentation;
 - (b) installation, roll-out and transfer activities (including delivery lifecycles);
 - (c) Testing in accordance with Consolidated Schedule 19 (*Testing Procedures*);
 - (d) completion of Certification for all of the Services, including in accordance with Consolidated Schedule 7 (*Security Requirements*); and
 - (e) any training required as part of the Implementation Programme, identified by the Contractor as being necessary for the Customer Authority or End Users and to be provided by the Contractor in accordance with the Detailed Implementation Plan;
- (vi) known risks and mitigations as reported in the Implementation Programme RAID Log referred to in Paragraph 9.3.2 of this Consolidated Schedule;
- (vii) a plan detailing the approach to Transferring Outgoing Service Provider Employees, broken down on a month-by-month basis and (if relevant) on a Site-by-Site basis, including details of planned engagement with the Outgoing Service Provider and Project Milestones for:
 - (a) the date for each planned Transfer Date; and
 - (b) a date by which the final Transfer Date shall have taken place (after which no further transfer of Transferring Outgoing Service Provider Employees is planned to occur);
- (viii) the IMP, in accordance with Consolidated Schedule 7 (*Security Requirements*);
- (ix) the Contractor's proposed Quality Plan; and
- (x) the BCDR Plan, in accordance with Consolidated Schedule 22 (*Business Continuity and Disaster Recovery Provisions*);

6.2.6 clear roles and responsibilities of all Contractor Personnel, including staffing requirements;

- 6.2.7 clear identification of, and planned timetables for the delivery of, any relevant Customer Authority Dependencies (provided that no Customer Authority Dependencies may be introduced or amended except through the Contract Change Procedure);
 - 6.2.8 a level of detail sufficient to allow the Customer Authority and the Customer Authority Third Parties a reasonable understanding of how the Implementation Programme shall be delivered and how Quality shall be assured;
 - 6.2.9 the format for the monthly status report on the Implementation Programme referred to in Paragraph 9.1 of this Consolidated Schedule;
 - 6.2.10 the format for the weekly report on the progress of the Implementation Programme referred to in Paragraph 9.3 of this Consolidated Schedule;
 - 6.2.11 an Implementation Programme compliance matrix (the “**Implementation Programme Compliance Matrix**”), that the Contractor shall maintain as part of the Detailed Implementation Plan, which tracks:
 - (i) each requirement set out in this Consolidated Contract that is to be delivered through the Implementation Programme with the associated Clause or Paragraph reference (the “**Implementation Requirements**”);
 - (ii) for each Implementation Requirement, the associated Milestone;
 - (iii) the associated Test Success Criteria in respect of each Test with associated Test Certificates once issued; and
 - (iv) updates to the Implementation Programme Compliance Matrix to show progress of these items on a monthly basis; and
 - 6.2.12 details of planning products, such as project schedules, stage plans, detailed roll-out plans and resource plans, produced using any software tool (for example, MS Project, Primavera or other) as specified or Approved by the Customer Authority.
- 6.3** Before submission of the Detailed Implementation Plan in accordance with Clause 3 (*Implementation Plan*) of this Consolidated Contract, the Customer Authority may, at any time, review any documentation produced by the Contractor (including any documentation which the Customer Authority reasonably requires from the Contractor and which the Contractor will provide to the Customer Authority without delay): (i) in relation to the development of the initial draft of the Detailed Implementation Plan; and/or (ii) for the purposes of developing the initial draft of the Detailed Implementation Plan into the agreed Implementation Plan, including:
- 6.3.1 details of the Contractor's intended approach to the Detailed Implementation Plan and its development;
 - 6.3.2 copies of any drafts of the Detailed Implementation Plan produced; and
 - 6.3.3 any other work in progress in relation to the Detailed Implementation Plan.
- 6.4** Throughout the Implementation Programme period, the Contractor shall attend weekly review meetings with the Customer Authority, or at such other frequency agreed by the Parties.
- 6.5** The Customer Authority may require the Contractor to include any reasonable changes or provisions in the Detailed Implementation Plan before it is submitted to the Customer

Authority in accordance with Clause 3 (*Implementation Plan*) of this Consolidated Contract, as appropriate.

- 6.6** After Approval of the Detailed Implementation Plan by the Customer Authority in accordance with Clause 3 (*Implementation Plan*) of this Consolidated Contract, the Contractor shall maintain the Detailed Implementation Plan and update it on a weekly basis (or such other period as may be required by the Customer Authority) as may be necessary to reflect the then current state of Implementation in respect of the Services.
- 6.7** Any material amendments to the Detailed Implementation Plan shall be subject to the Contract Change Procedure (and any amendments to elements of the Detailed Implementation Plan which reflect the contents of the Outline Implementation Plan shall be deemed to be material amendments), except for:
- 6.7.1** any amendments or updates which are of a type identified and notified by the Customer Authority Commercial Manager and the Customer Authority Project Manager (at the Customer Authority's discretion) to the Contractor in writing as not requiring Approval or being subject to another change procedure; and
 - 6.7.2** any amendments or updates to Project Milestones, including any amendments or updates to the dates set for achieving Project Milestones as identified in the Detailed Implementation Plan (a "**Project Milestone Date**"). The Contractor shall notify the Customer Authority of any amendments to a Project Milestone, including a Project Milestone Date, by e-mail to both the Customer Authority Commercial Manager and the relevant Customer Authority Project Manager.
- 6.8** Until such time as any material amendments to the Detailed Implementation Plan have been agreed by the Customer Authority in accordance with the Contract Change Procedure pursuant to Paragraph 6.7 above, the Detailed Implementation Plan then existing (that is to say before the amendment) shall apply, except to the extent of any conflict with the Outline Implementation Plan (in which case the Outline Implementation Plan shall take priority).
- 6.9** The Customer Authority may, at any time while the Contractor maintains and updates the Detailed Implementation Plan in accordance with Paragraph 6.6 above, review any documentation produced by the Contractor (including any documentation which the Customer Authority reasonably requires from the Contractor and which the Contractor will provide to the Customer Authority without delay) and require the Contractor to attend any review meetings with the Customer Authority as the Customer Authority considers appropriate.

7 ACCEPTANCE OF MILESTONES

For each type of activity within the Implementation Plan, the Contractor shall set out the procedures or actions that shall demonstrate to the Customer Authority that the activity has been satisfactorily completed. Satisfactory completion shall be denoted by the Customer Authority's issue of a Milestone Achievement Certificate in accordance with Consolidated Schedule 19 (*Testing Procedures*).

8 IMPLEMENTATION PROGRAMME GOVERNANCE

- 8.1** The Implementation Board shall have the role described in Consolidated Schedule 15 (*Governance*).

8.2 The Contractor shall nominate a full-time Implementation director (the “**Implementation Director**”) who shall be responsible for:

- 8.2.1** delivery of the Implementation Plan;
- 8.2.2** the reporting of Contract Change Requests, in relation to the Implementation Plan, to the Implementation Board;
- 8.2.3** management of the Contractor Personnel delivering the Implementation Programme;
- 8.2.4** reporting progress on a regular basis to the Customer Authority as to the Contractor’s performance in delivering the Implementation Programme;
- 8.2.5** ensuring that any dependencies within the Implementation Programme are managed (provided that nothing in this Consolidated Schedule permits the Contractor to introduce or amend Customer Authority Dependencies other than by express agreement with the Customer Authority through the Contract Change Procedure);
- 8.2.6** providing reasonable co-operation when requested by the Customer Authority to assist with the delivery of any Customer Authority Dependency;
- 8.2.7** tracking, mitigating and reporting on all risks and issues that are the responsibility of the Contractor with regards to the Implementation Programme; and
- 8.2.8** ensuring that any Contractor actions agreed at previous Implementation Board meetings have been progressed and completed in accordance with agreed timescales.

8.3 Without prejudice to the Contractor’s security obligations set out elsewhere in this Consolidated Contract, the Contractor shall attend all Security Working Group meetings with a view to ensuring that the Certification of all Services is achieved and maintained throughout the Implementation Programme in accordance with the *DCNS Accreditation Strategy (version 1, 8/2012)*, JSP 440 and the other relevant Standards, and in accordance with Consolidated Schedule 7 (*Security Requirements*).

8.4 The Contractor shall contact the Customer Authority’s primary point of contact for any:

- 8.4.1** issues relating to Milestones or Tests;
- 8.4.2** issues relating to the Implementation Programme;
- 8.4.3** Customer Authority Dependencies that relate to the Implementation Programme; and
- 8.4.4** discussion of actions raised at Implementation Board meetings.

9 IMPLEMENTATION REPORTING

9.1 The Contractor shall produce a status report for the Implementation Programme (such report to include Implementation Programme status, updates and escalations) on a monthly basis and shall provide such status report to the Implementation Board at least five (5) Working Days before each monthly Implementation Board meeting.

9.2 The format for the status report referred to in Paragraph 9.1 above shall be as set out in the Detailed Implementation Plan and shall be based on existing Customer Authority

reporting formats as described in Appendix 1 (*Governance and ISS ITIL Processes Reports*) to Consolidated Schedule 14 (*Performance Monitoring and Reporting*).

- 9.3** The Contractor shall produce a report on the progress of the Implementation Programme on a weekly basis and shall provide this report to the Customer Authority each week. The format and content of this report shall be as set out in the Detailed Implementation Plan and shall contain the following information (where applicable):

- 9.3.1** summary of overall progress against the Detailed Implementation Plan;
- 9.3.2** identification of, and any mitigations for, major risks, actions, issues and dependencies, to be set out in a risks, actions, issues, and dependencies (RAID) log (the "**Implementation Programme RAID Log**"). The Contractor shall provide updated copies of the Implementation Programme RAID Log to the Implementation Board in accordance with Consolidated Schedule 15 (*Governance*);
- 9.3.3** details of any delays which have occurred or are at risk of occurring, including any mitigating activities;
- 9.3.4** summary of progress towards the Milestones undertaken in the previous week;
- 9.3.5** summary of progress towards the Milestones due to be completed within the following two (2) weeks;
- 9.3.6** current status of all Project Milestones and progress against the Project Milestone Dates;
- 9.3.7** current status of all Key Milestones;
- 9.3.8** summary of the Customer Authority Dependencies due to be provided within the following ten (10) Working Days; and
- 9.3.9** any other information that the Contractor reasonably believes is significant to the Implementation Programme.

10 IMPLEMENTATION PROGRAMME CLOSURE

- 10.1** The Contractor may request that the Customer Authority Approves closure of the Implementation Programme ("**Implementation Programme Closure**") once:

- 10.1.1** the Customer Authority has granted the Contractor Unconditional Milestone Achievement Certificates for all Milestones other than Milestone number 21: *Key Milestone, Implementation Programme Closure Report*;
- 10.1.2** other than in respect of Milestone number 21: *Key Milestone, Implementation Programme Closure Report*, the Contractor has demonstrated that it has delivered the Implementation Requirements in full (and has properly tracked this in the completed Implementation Programme Compliance Matrix); and
- 10.1.3** the Services have achieved Certification in accordance with the Standards, including in accordance with Consolidated Schedule 7 (*Security Requirements*).

- 10.2** When requesting the Customer Authority's Approval for Implementation Programme Closure, the Contractor shall produce an Implementation Programme Closure report (the "**Implementation Programme Closure Report**") that sets out:

- 10.2.1** a list of the documents delivered pursuant to the Implementation Programme;

- 10.2.2 a list of the Unconditional Milestone Achievement Certificates granted by the Customer Authority for each of the Milestones (other than Milestone number 21: *Key Milestone, Implementation Programme Closure Report*);
- 10.2.3 a list of any agreed outstanding issues arising from the Implementation Programme and the plan for their resolution;
- 10.2.4 evidence of Certification for all of the Services; and
- 10.2.5 a statement of the lessons learnt to date,

and the Contractor shall submit such Implementation Programme Closure Report to the Customer Authority for Approval.

- 10.3 If the Customer Authority does not Approve the Implementation Programme Closure Report submitted for Approval, the Contractor shall continue to amend and resubmit such document to the Customer Authority for Approval in accordance with this Paragraph 10.3 until it obtains such Approval.
- 10.4 Following the Customer Authority's Approval of the Implementation Programme Closure Report, the Customer Authority shall issue to the Contractor a certificate (the "**Implementation Programme Closure Certificate**"), in the form of an Unconditional Milestone Achievement Certificate for Milestone number 21: *Key Milestone, Implementation Programme Closure Report*, and the Implementation Programme shall be considered closed.

APPENDIX 1

OUTLINE IMPLEMENTATION PLAN

1 Definitions

For the purposes of this Appendix 1, the following definitions shall have the following meanings:

1.1 “Service Establishment Deliverables and Activities” means, in respect of a Service, the following Deliverables and activities:

- 1.1.1 the Customer Authority has issued a Milestone Achievement Certificate in respect of Milestone number 2: *Key Milestone, Service Management Established*;
- 1.1.2 the Customer Authority has Approved the BCDR Plan in accordance with Paragraph 5 (*Development and Approval of BCDR Plan*) of Consolidated Schedule 22 (*Business Continuity and Disaster Recovery Provisions*), the Exit Management Plan in accordance with Paragraphs 4.1 to 4.4 (inclusive) of Consolidated Schedule 20 (*Exit Management*) and an updated version of the Call-Off Operating Manual in accordance with Clause 6.21 of this Consolidated Contract, each as updated to reflect the more detailed information available in respect of the relevant Service;
- 1.1.3 the Customer Authority has issued unconditional Test Certificates for all Tests required to be carried out in respect of the establishment of the relevant Service, before the relevant Service can be deployed in the live environment;
- 1.1.4 the Customer Authority has Approved all relevant Test Plans and Test Specifications required to Test the relevant Service (and any supporting Services) in the live environment, prior to any such Tests taking place (Consolidated Schedule 19 (*Testing Procedures*));
- 1.1.5 the Project Cryptographic Management Plan (PCP) for the relevant Service (to the extent required) has been Approved (Consolidated Schedule 7 (*Security Requirements*)); and
- 1.1.6 the Contractor has agreed an Operating Level Agreement with each of the following: (i) any Customer Authority Third Party providing the Customer Authority OSM, (ii) each Other Tower Service Provider and (iii) each Outgoing Service Provider.

1.2 “Service Deployment (First of Class) Deliverables and Activities” means, in respect of a Service, the following Deliverables and activities:

- 1.2.1 the Customer Authority has issued a Milestone Achievement Certificate in respect of, as applicable:
 - (i) Milestone number 3.1: *Service Established – Implementation: Bespoke Engineering Service*;
 - (ii) Milestone number 3.3: *Service Established – Implementation: OFFICIAL Boundary Protection Service*;
 - (iii) Milestone number 3.4: *Service Established – Implementation: SECRET Boundary Protection Service*;

- (iv) Milestone number 3.5: *Service Established – Implementation: DNSIP Service*;
- (v) Milestone number 3.8: *Service Established – Implementation: Miscellaneous Connectivity Service*;
- (vi) Milestone number 3.10: *Service Established – Implementation: Point to Point Service*;
- (vii) Milestone number 3.11: *Service Established – Migration: Connectivity Service*;
- (viii) Milestone number 3.12: *Service Established – Migration: LAN Service*;
- (ix) Milestone number 3.13: *Service Established – Migration: Cyber Access Service*; and
- (x) Milestone number 3.14: *Service Established – Migration: Encryption Service*;

1.2.2 the Contractor has successfully completed Migration or Implementation (as applicable) in respect of the Service at one of the four designated Pilot Sites;

1.2.3 the Contractor has installed all Equipment required to be installed at the relevant Pilot Site in order to complete Migration or Implementation (as applicable) in respect of the Service, in accordance with all manufacturer instructions and SCIDA approved installation design documents; and

1.2.4 an unconditional Test Certificate, or unconditional Test Certificates, has/have been issued, in respect of the relevant Pilot Site, for the successful completion of all Tests for which Test Plans and Test Specifications were Approved as part of the Service Establishment Deliverables and Activities for the Service (see Paragraph 1.1.4 of this Appendix 1).

1.3 “Service Deployment (Site Roll-Out) Deliverables and Activities” means, in respect of a Service, the following Deliverables and activities:

1.3.1 the Customer Authority has issued a Milestone Achievement Certificate in respect of, as applicable:

- (i) Milestone number 3.1: *Service Established – Implementation: Bespoke Engineering Service*;
- (ii) Milestone number 3.3: *Service Established – Implementation: OFFICIAL Boundary Protection Service*;
- (iii) Milestone number 3.4: *Service Established – Implementation: SECRET Boundary Protection Service*;
- (iv) Milestone number 3.5: *Service Established – Implementation: DNSIP Service*;
- (v) Milestone number 3.8: *Service Established – Implementation: Miscellaneous Connectivity Service*;
- (vi) Milestone number 3.10: *Service Established – Implementation: Point to Point Service*;

- (vii) Milestone number 3.11: *Service Established – Migration: Connectivity Service*;
 - (viii) Milestone number 3.12: *Service Established – Migration: LAN Service*;
 - (ix) Milestone number 3.13: *Service Established – Migration: Cyber Access Service*; and
 - (x) Milestone number 3.14: *Service Established – Migration: Encryption Service*;
- 1.3.2 the Contractor has successfully completed Migration or Implementation (as applicable) in respect of the Service at the relevant Customer Authority Site;
- 1.3.3 the Contractor has installed all Equipment required to be installed at the relevant Customer Authority Site in order to complete Migration or Implementation (as applicable) in respect of the Service, in accordance with all manufacturer instructions and SCIDA approved installation design documents; and
- 1.3.4 an unconditional Test Certificate, or unconditional Test Certificates, has/have been issued, in respect of the relevant Customer Authority Site, for the successful completion of all Tests necessary to demonstrate that the Service performs in accordance with the requirements specified in Consolidated Schedule 3 (*Service Requirements and Contractor Service Descriptions*).

1.4 “Service Acceptance Deliverables and Activities” means, in respect of a Service, that all conditions attached to Conditional Test Certificates issued by the Customer Authority in respect of

- 1.4.1 for the Bespoke Engineering Service, Milestone number 4.12;
 - 1.4.2 for the Boundary Protection Service, Milestone numbers 4.14 or 4.15 (as applicable);
 - 1.4.3 for the DNSIP Service, Milestone number 4.13;
 - 1.4.4 for the Miscellaneous Connectivity Service, Milestone number 4.11;
 - 1.4.5 for the Point to Point Service, Milestone numbers 4.10 and (as applicable) 5.29 to 5.32;
 - 1.4.6 for the Connectivity Service, Milestone numbers 4.6 and (as applicable) 5.13 to 5.16;
 - 1.4.7 for the LAN Service, Milestone numbers 4.2 and (as applicable) 5.5 to 5.8;
 - 1.4.8 for the Cyber Access Service, Milestone numbers 4.8 and (as applicable) 5.21 to 5.24; and
 - 1.4.9 for the Encryption Service, Milestone numbers 4.4 and (as applicable) 5.37 to 5.40,
- have been satisfied and the Customer Authority has issued Unconditional Milestone Achievement Certificates in respect of the above Milestones for the applicable Service in relation to all Customer Authority Sites.

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
1.	Key Milestone Initial Deliverables	<p>The Customer Authority has:</p> <ol style="list-style-type: none"> 1 received and Approved the Detailed Implementation Plan (Consolidated Schedule 2 (<i>Implementation Plan</i>) and Clause 3 (<i>Implementation Plan</i>) of this Consolidated Contract); 2 received for Approval an IMP for the Services pursuant to Paragraph 3 of Consolidated Schedule 7 (<i>Security Requirements</i>); 3 received and Approved the Test Strategy (Consolidated Schedule 19 (<i>Testing Procedures</i>)); 4 received an initial draft of the BCDR Plan, such draft to be based on the information available to the Contractor; 5 received and Approved the draft Call-Off Operating Manual, pursuant to Clauses 6.19 and 6.20 of this Consolidated Contract, such draft to be based on the information available to the Contractor; 6 received an initial draft of the Exit Management Plan, such draft to be based on the information available to the Contractor; 7 received and Approved the Quality Plans (Clause 8.1 of this Consolidated Contract); and 8 received a copy of the Asset Register, such Asset Register to be based on the information available to the Contractor (Consolidated Schedule 14 (<i>Performance Monitoring and Reporting</i>)). 	Thirty (30) Working Days after the Effective Date or as Otherwise Agreed	
2.	Key Milestone Service Management Established	<ol style="list-style-type: none"> 1 The Customer Authority has issued a Milestone Achievement Certificate in respect of Milestone number 1: <i>Key Milestone, Initial Deliverables</i>. 2 The Customer Authority has issued Test Certificates in respect of all Tests 	One month prior to the date set out in the	ATP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
		<p>required to be carried out in respect of the establishment of Service Management, including Tests in respect of:</p> <ul style="list-style-type: none"> a. the implementation of the Contractor's Service Management interface with the Customer Authority OSM Service Management Tooling; b. the implementation of the Management Information Exchange; and c. various scenarios to Test the above and other aspects of the integration of all aspects of the Contractor's Service Management with the Customer Authority OSM. <p>3 The Customer Authority has:</p> <ul style="list-style-type: none"> a. received and Approved the list of Event Management Thresholds (Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>) and the ISS ITIL Processes); b. received the design of the configuration management database setting out all of the configured items used in the delivery of the Services, that meets the requirements for the minimum content and data set as set out in ISS ITIL Process: <i>Service Asset and Configuration Management Process</i> (the "Configuration Management Database"); c. received and Approved Knowledge Articles (Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>) and the ISS ITIL Processes) that are sufficient in number, content and detail to support the Customer Authority OSM appropriately in performing all First Time Fix activities that the Customer Authority OSM is to perform; and 	Detailed Implementation Plan for deployment of the first Service	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
		<p>d. received the Definitive Media Library (including its contents) (Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>) and the ISS ITIL Processes).</p> <p>4 The Contractor has implemented the GOSCC Liaison (Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>)).</p>		
3.	Service Establishment Milestones			
3.1	Service Established – Implementation: Bespoke Engineering Service	Delivery of the Service Establishment Deliverables and Activities for Implementation of the Bespoke Engineering Service	20 weeks after the Effective Date	ATP
3.2	Service Established – Transition: LAN Service	Delivery of the Service Establishment Deliverables and Activities for Transition of the LAN Service	24 weeks after the Effective Date	ATP
3.3	Service Established – Migration – LAN Service	Delivery of the Service Establishment Deliverables and Activities for Migration of the LAN Service	32 weeks after the Effective Date	ATP
3.4	Service Established – Implementation: OFFICIAL Boundary Protection Service	Delivery of the Service Establishment Deliverables and Activities for Implementation of the OFFICIAL Boundary Protection Service	40 weeks after the Effective Date	ATP
3.5	Service Established – Implementation:	Delivery of the Service Establishment Deliverables and Activities for Implementation of the SECRET Boundary Protection Service	40 weeks after the Effective	ATP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	SECRET Boundary Protection Service		Date	
3.6	Service Established – Implementation: DNSIP Service	Delivery of the Service Establishment Deliverables and Activities for Implementation of the DNSIP Service	28 weeks after the Effective Date	ATP
3.7	Service Established – Transition: Encryption Service	Delivery of the Service Establishment Deliverables and Activities for Transition of the Encryption Service	28 weeks after the Effective Date	ATP
3.8	Service Established – Migration: Encryption Service	Delivery of the Service Establishment Deliverables and Activities for Migration of the Encryption Service	32 weeks after the Effective Date	ATP
3.9	Service Established – Transition: Connectivity Service	Delivery of the Service Establishment Deliverables and Activities for Transition of the Connectivity Service	28 weeks after the Effective Date	ATP
3.10	Service Established – Migration: Connectivity Service	Delivery of the Service Establishment Deliverables and Activities for Migration of the Connectivity Service	28 weeks after the Effective Date	ATP
3.11	Service Established – Implementation: Miscellaneous Connectivity Service	Delivery of the Service Establishment Deliverables and Activities for Implementation of the Miscellaneous Connectivity Service	24 weeks after the Effective Date	ATP
3.12	Service Established – Transition: Cyber Access Service	Delivery of the Service Establishment Deliverables and Activities for Transition of the Cyber Access Service	28 weeks after the Effective Date	ATP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
3.13	Service Established – Migration – Cyber Access Service	Delivery of the Service Establishment Deliverables and Activities for Migration of the Cyber Access Service	32 weeks after the Effective Date	ATP
3.14	Service Established – Transition – Point to Point Service	Delivery of the Service Establishment Deliverables and Activities for Transition of the Point to Point Service	28 weeks after the Effective Date	ATP
3.15	Service Established – Migration – Point to Point Service	Delivery of the Service Establishment Deliverables and Activities for Migration of the Point to Point Service	28 weeks after the Effective Date	ATP
4.	Service Deployment (First of Class) Milestones			
4.1	Service Deployment (First of Class) – Transition: LAN Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Transition of the LAN Service	32 weeks after the Effective Date	ATP
4.2	Service Deployment (First of Class) – Migration: LAN Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Migration of the LAN Service	32 weeks after the Effective Date	ATP
4.3	Service Deployment (First of Class) – Transition: Encryption Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Transition of the Encryption Service	32 weeks after the Effective Date	ATP
4.4	Service Deployment (First of Class) –	Delivery of Service Deployment (First of Class) Deliverables and Activities for Migration of the Encryption Service	32 weeks after the Effective	ATP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Migration: Encryption Service		Date	
4.5	Service Deployment (First of Class) – Transition: Connectivity Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Transition of the Connectivity Service	28 weeks after the Effective Date	ATP
4.6	Service Deployment (First of Class) – Migration: Connectivity Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Migration of the Connectivity Service	28 weeks after the Effective Date	ATP
4.7	Service Deployment (First of Class) – Transition: Cyber Access Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Transition of the Cyber Access Service	32 weeks after the Effective Date	ATP
4.8	Service Deployment (First of Class) – Migration: Cyber Access Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Migration of the Cyber Access Service	32 weeks after the Effective Date	ATP
4.9	Service Deployment (First of Class) – Transition: Point to Point Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Transition of the Point to Point Service	36 weeks after the Effective Date	ATP
4.10	Service Deployment (First of Class) – Migration: Point to Point	Delivery of Service Deployment (First of Class) Deliverables and Activities for Migration of the Point to Point Service	36 weeks after the Effective Date	ATP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Service			
4.11	Service Deployment (First of Class) – Implementation: Miscellaneous Connectivity Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Implementation of the Miscellaneous Connectivity Service	24 weeks after the Effective Date	ATP
4.12	Service Deployment (First of Class) – Implementation: Bespoke Engineering Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Implementation of the Bespoke Engineering Service	20 weeks after the Effective Date	ATP
4.13	Service Deployment (First of Class) – Implementation: DNSIP Service	Delivery of Service Deployment (First of Class) Deliverables and Activities for Implementation of the DNSIP Service	28 weeks after the Effective Date	
4.14	Service Deployment (First of Class) – Implementation: Boundary Protection Service OFFICIAL	Delivery of Service Deployment (First of Class) Deliverables and Activities for Implementation of the Boundary Protection Service OFFICIAL	40 weeks after the Effective Date	
4.15	Service Deployment (First of Class) – Implementation: Boundary Protection Service SECRET	Delivery of Service Deployment (First of Class) Deliverables and Activities for Implementation of the Boundary Protection Service SECRET	40 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
5.	Service Deployment (Site Roll-Out) Milestones			
5.1	Service Deployment (Site Roll-Out) – Transition: LAN Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the LAN Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.2	Service Deployment (Site Roll-Out) – Transition: LAN Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the LAN Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.3	Service Deployment (Site Roll-Out) – Transition: LAN Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the LAN Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.4	Service Deployment (Site Roll-Out) – Transition: LAN Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the LAN Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.5	Service Deployment (Site Roll-Out) –	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the LAN Service at Customer Authority Site in Batch 1.	44 weeks after the Effective	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Migration: LAN Service Batch 1		Date	
5.6	Service Deployment (Site Roll-Out) – Migration: LAN Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the LAN Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.7	Service Deployment (Site Roll-Out) – Migration: LAN Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the LAN Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.8	Service Deployment (Site Roll-Out) – Migration: LAN Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the LAN Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.9	Service Deployment (Site Roll-Out) – Transition: Connectivity Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Connectivity Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
5.10	Service Deployment (Site Roll-Out) – Transition: Connectivity Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Connectivity Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.11	Service Deployment (Site Roll-Out) – Transition: Connectivity Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Connectivity Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.12	Service Deployment (Site Roll-Out) – Transition: Connectivity Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Connectivity Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.13	Service Deployment (Site Roll-Out) – Migration: Connectivity Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Connectivity Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.14	Service Deployment (Site Roll-Out) – Migration:	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Connectivity Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Connectivity Service Batch 2			
5.15	Service Deployment (Site Roll-Out) – Migration: Connectivity Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Connectivity Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.16	Service Deployment (Site Roll-Out) – Migration: Connectivity Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Connectivity Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.17	Service Deployment (Site Roll-Out) – Transition: Cyber Access Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Cyber Access Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.18	Service Deployment (Site Roll-Out) – Transition: Cyber Access Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Cyber Access Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.19	Service Deployment	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for	74 weeks after	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	(Site Roll-Out) – Transition: Cyber Access Service Batch 3	Transition of the Cyber Access Service at Customer Authority Site in Batch 3.	the Effective Date	
5.20	Service Deployment (Site Roll-Out) – Transition: Cyber Access Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Cyber Access Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.21	Service Deployment (Site Roll-Out) – Migration: Cyber Access Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Cyber Access Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.22	Service Deployment (Site Roll-Out) – Migration: Cyber Access Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Cyber Access Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.23	Service Deployment (Site Roll-Out) – Migration: Cyber Access Service	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Cyber Access Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Batch 3			
5.24	Service Deployment (Site Roll-Out) – Migration: Cyber Access Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Cyber Access Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.25	Service Deployment (Site Roll-Out) – Transition: Point to Point Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Point to Point Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.26	Service Deployment (Site Roll-Out) – Transition: Point to Point Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Point to Point Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.27	Service Deployment (Site Roll-Out) – Transition: Point to Point Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Point to Point Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.28	Service Deployment (Site Roll-Out) –	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Point to Point Service at Customer Authority Site in Batch 4.	88 weeks after the Effective	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Transition: Point to Point Service Batch 4		Date	
5.29	Service Deployment (Site Roll-Out) – Migration: Point to Point Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Point to Point Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.30	Service Deployment (Site Roll-Out) – Migration: Point to Point Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Point to Point Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.31	Service Deployment (Site Roll-Out) – Migration: Point to Point Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Point to Point Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.32	Service Deployment (Site Roll-Out) – Migration: Point to Point Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Point to Point Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
5.33	Service Deployment (Site Roll-Out) – Transition: Encryption Service Batch 1	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Encryption Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	
5.34	Service Deployment (Site Roll-Out) – Transition: Encryption Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Encryption Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.35	Service Deployment (Site Roll-Out) – Transition: Encryption Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Encryption Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.36	Service Deployment (Site Roll-Out) – Transition: Encryption Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Transition of the Encryption Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
5.37	Service Deployment (Site Roll-Out) – Migration:	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Encryption Service at Customer Authority Site in Batch 1.	44 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Encryption Service Batch 1			
5.38	Service Deployment (Site Roll-Out) – Migration: Encryption Service Batch 2	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Encryption Service at Customer Authority Site in Batch 2.	60 weeks after the Effective Date	
5.39	Service Deployment (Site Roll-Out) – Migration: Encryption Service Batch 3	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Encryption Service at Customer Authority Site in Batch 3.	74 weeks after the Effective Date	
5.40	Service Deployment (Site Roll-Out) – Migration: Encryption Service Batch 4	Delivery of Service Deployment (Site Roll-Out) Deliverables and Activities for Migration of the Encryption Service at Customer Authority Site in Batch 4.	88 weeks after the Effective Date	
6	Service Acceptance Date Milestones			
6.1	Service Acceptance Date –Implementation: Bespoke Engineering	Delivery of Service Acceptance Deliverables and Activities for Implementation of the Bespoke Engineering Service	24 weeks after the Effective Date	CPP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Service			
6.2	Service Acceptance Date –Transition - LAN Service	Delivery of Service Acceptance Deliverables and Activities for Transition of the LAN Service	88 weeks after the Effective Date	CPP
6.3	Service Acceptance Date –Implementation - OFFICIAL Boundary Protection Service	Delivery of Service Acceptance Deliverables and Activities for Implementation of the OFFICIAL Boundary Protection Service	40 weeks after the Effective Date	CPP
6.4	Service Acceptance Date –Implementation: SECRET Boundary Protection Service	Delivery of Service Acceptance Deliverables and Activities for Implementation of the SECRET Boundary Protection Service	56 weeks after the Effective Date	CPP
6.5	Service Acceptance Date –Implementation : DNSIP Service	Delivery of Service Acceptance Deliverables and Activities for Implementation of the DNSIP Service	32 weeks after the Effective Date	CPP
6.6	Service Acceptance Date –Transition: Encryption Service	Delivery of Service Acceptance Deliverables and Activities for Transition of the Encryption Service	88 weeks after the Effective Date	CPP
6.7	Service Acceptance Date –Transition: Connectivity Service	Delivery of Service Acceptance Deliverables and Activities for Transition of the Connectivity Service	88 weeks after the Effective Date	CPP
6.8	Service Acceptance Date –Implementation: Miscellaneous	Delivery of Service Acceptance Deliverables and Activities for Implementation of the Miscellaneous Connectivity Service	28 weeks after the Effective Date	CPP

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Connectivity Service			
6.9	Service Acceptance Date –Transition: Cyber Access Service	Delivery of Service Acceptance Deliverables and Activities for Transition of the Cyber Access Service	88 weeks after the Effective Date	CPP
7.	Key Milestone Service Acceptance Date - Transition	Delivery of Service Acceptance Deliverables and Activities for Transition of all of the following Services: <ul style="list-style-type: none"> • the Bespoke Engineering Service; • the LAN Service; • the Boundary Protection Service; • the DNSIP Service; • the Encryption Service; • the Connectivity Service; • the Point to Point Service; • the Miscellaneous Connectivity Service; and • the Cyber Access Service. 	88 weeks after the Effective Date	CPP
8.	Key Milestone Twenty-five per cent. (25%) Outer SOC Nodes no longer required	Twenty-five per cent. (25%) of the Outer SOC Nodes are no longer required for the provision of the Services and, to the extent that any Customer Authority Dependency relates to those Outer SOC Nodes, such Customer Authority Dependency no longer applies.	44 weeks after the Effective Date	
9.	Key Milestone Fifty per cent. (50%) Outer SOC Nodes no longer required	Fifty per cent. (50%) of the Outer SOC Nodes are no longer required for the provision of the Services and, to the extent that any Customer Authority Dependency relates to those Outer SOC Nodes, such Customer Authority Dependency no longer applies.	60 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
10.	Key Milestone Seventy-five per cent. (75%) Outer SOC Nodes no longer required	Seventy-five per cent. (75%) of the Outer SOC Nodes are no longer required for the provision of the Services and, to the extent that any Customer Authority Dependency relates to those Outer SOC Nodes, such Customer Authority Dependency no longer applies.	74 weeks after the Effective Date	
11.	Key Milestone One hundred per cent. (100%) SOC Nodes no longer required	One hundred per cent. (100%) of the SOC Nodes are no longer required for the provision of the Services and, to the extent that any Customer Authority Dependency relates to those SOC Nodes, such Customer Authority Dependency no longer applies.	88 weeks after the Effective Date	CPP
12.	Service Acceptance Date – Migration: Connectivity Service	Delivery of Service Acceptance Deliverables and Activities for Migration of the Connectivity Service.	88 weeks after the Effective Date	CPP
13.	Key Milestone Service Acceptance Date – Migration: PPS	Delivery of Service Acceptance Deliverables and Activities for Migration of the PPS.	88 weeks after the Effective Date	CPP
14.	Key Milestone Service Acceptance Date – Migration: LAN Service	Delivery of Service Acceptance Deliverables and Activities for Migration of the LAN Service.	88 weeks after the Effective Date	CPP
15.	Key Milestone Service Acceptance Date – Migration:	Delivery of Service Acceptance Deliverables and Activities for Migration of the Cyber Access Service.	88 weeks after the Effective Date	CPP

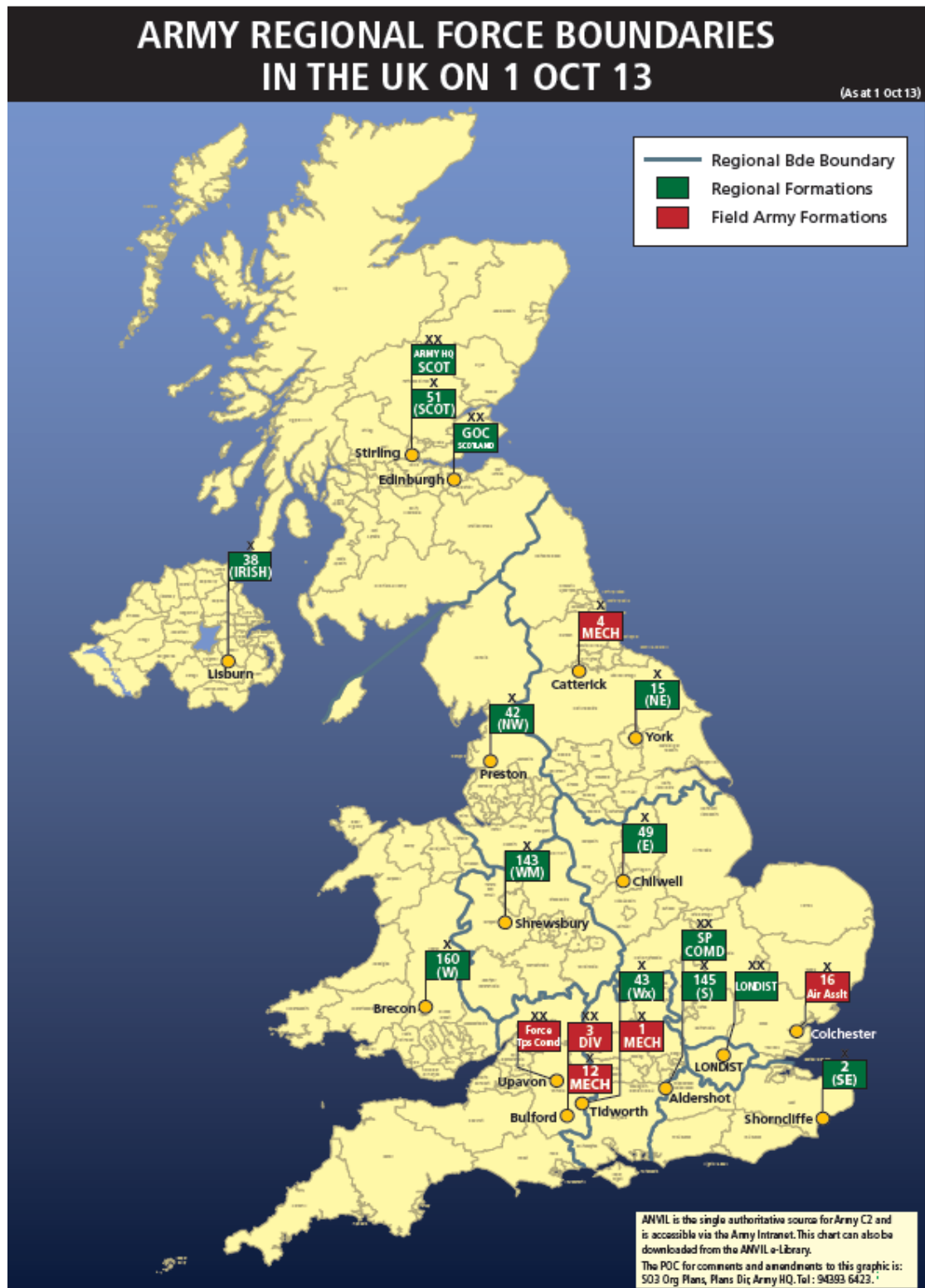
Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Cyber Access Service			
16.	Key Milestone Service Acceptance Date – Implementation: Boundary Protection Service	Delivery of Service Acceptance Deliverables and Activities for Implementation of the Boundary Protection Service.	56 weeks after the Effective Date	CPP
17.	Four Pilot Sites completed	The Customer Authority has issued an Unconditional Milestone Achievement Certificate in respect of Milestone numbers 5: <i>Service Deployment (Site Roll-Out) – Implementation</i> for all of the Services required for all of the Pilot Sites.	44 weeks after the Effective Date	
18.	Customer Authority Critical Sites completed	The Customer Authority has issued Milestone Achievement Certificates in respect of Milestone numbers 5: <i>Service Deployment (Site Roll-Out) – Implementation</i> for all of the Services required for all of the Customer Authority Critical Sites.	87 weeks after the Effective Date	
19.	Sites in Germany and Permanent Joint Operating Base Sites	The Customer Authority has issued Milestone Achievement Certificates in respect of Milestone numbers 5 : <i>Service Deployment (Site Roll-Out) – Implementation</i> for all of the Services required for all of the Sites in Germany and all of the Permanent Joint Operating Base Sites located in Cyprus, Gibraltar and the Falkland Islands.	88 weeks after the Effective Date	
20.	Overall Implementation Acceptance Date	The Customer Authority has issued Unconditional Milestone Achievement Certificates in respect of all Milestones for all of the Services required for all of the Customer Authority Sites.	88 weeks after the Effective Date	CPP
21.	Key Milestone Implementation Programme Closure	The Customer Authority has Approved the Implementation Programme Closure Report.	92 weeks after the Effective Date	

Milestone number	Milestone name	Deliverables/activities (bulleted list showing all Deliverables (and associated tasks/Approvals/unconditional Test Certificates) required for each Milestone) to be completed/delivered/achieved by the Contractor	Milestone Date	Link to ATP/CPP
	Report			

In the table above:

- (i) where Transition, Migration or Implementation of a Service is referred to, unless otherwise stated, the reference is to Transition, Migration or Implementation of all part of that Service in respect of all Security Classifications; and
- (ii) a reference to a week is a reference to a period of seven calendar days (e.g. Thursday to Thursday, Monday to Monday, etc.).

APPENDIX 2 ARMY REGIONS



APPENDIX 3
CUSTOMER AUTHORITY SITES – DEPLOYMENT PRIORITIES

GPVN 2 Deployment Order

Site Name	Top 4	SID
Waddington RAF	Y	L0057
Corsham-MoD	Y	L1026
Portsmouth HM Naval Base	Y	N0120
Blandford Camp	Y	A0132
Andover-HQ Land Forces Andover		A0067
Yeovilton RNAS		L0500
Marham RAF		L0042
Coningsby RAF		L0017
Devonport HM Naval Base		N0073
High Wycombe RAF		L0061
Clyde HM Naval Base		L0077
Northwood HQ		L0049
Lossiemouth RAF		L0001
Northolt RAF		L0048
Kinloss RAF		L0038
Boulmer-RAF		L0027
Hereford-Stirling Lines		A0428
Cheadle Hulme PPA		M0078
Poole-1 Assault Gp RM		N0118
Digby RAF		L0116
Scampton RAF		L0053
St Mawgan RAF		L0007
London-Regents Park Barracks		A0541
Colerne-Azimghur Bks		A0264
Fylingdales RAF		L0034
London-Old Admiralty Building		L0067
Harrogate-Ncs Forest Moor		L0087
Oakhanger PS SGS		L0136
Fraserburgh-DCSA Radio Crimond		L0441
Sealand DSG		L0054
London-MoD Main Building		L0044
London-Cabinet Office		G0074
Cheltenham-Gchq Benhall		G0032
Anthorn VLF Stn		L0487
Skelton		V0224
Penhale Sands		L0177
Bristol-Abbeywood PE		M0011
Cranwell RAF		L0031
Helston-Culdrose RNAS		L0489
Whale Island-Sir Henry Leach Building		N0250
Wyton RAF		L0060
Warminster-Imber Road		A0794
Lisburn-HQ 38 Bde		U0044

York-Imphal Bks		A0839
Wattisham Airfield		A0799
Beeston-Chetwynd Barracks		A0247
Valley RAF		L0142
Liverpool-Walker House		M0094
Donnington-Bod		A0303
Feltham-Elmwood Ave		A0366
Larkhill-Ra Barracks		A0488
Gloucester-Imjin Barracks		L0037
Preston-Fulwood Barracks		A0655
High Wycombe - 3 Site HQ STC		L1024
Edinburgh-Redford Barracks		A0349
London-Wellington Bks		A0521
Gosport-HMS Sultan		N0088
Spadeadam RAF		L0138
Prestwick-HMS Gannet		L0318
Hawthorn PS Nmc		L0566
Staxton Wold RAF		L0018
Portreath RAF		L0045
Buchan-Remote Radar Head (RRH)		L1009
Trimingham RAF (432 SU)		L0577
Washington-TAC		A0798
Cheltenham-DE&S Boddington		L0106
Glasgow-Kentigern House		A0390
High Wycombe-Stcoc		L0010
Bulford-Ward Bks		A0168
Leeming RAF		L0039
Leuchars RAF		L0040
London-Pindar MoD		M0069
Whale Island-HMS Excellent		N0092
Thorney Island-Baker Barracks		A0772
Colerne PS SGS		L0507
Brize Norton RAF		L0047
Henlow RAF		L0121
Fareham-HMS Collingwood		N0077
Edinburgh-Craigiehall		A0336
Cottesmore-Kendrew Barracks		L0030
Chicksands-Disc		T0006
Plymouth-Stonehouse RM		N0116
Hereford-Pontrilas Army Trg Area		A0647
St Mawgan Jmcc		L0567
Neatishead-Remote Radar Head (RRH)		L1021
Arbroath-Condor RM		N0063
Devonport-HMS Drake		N0074
Aldershot-Wavell House Bldg Wa0218		A1023
Catterick-Kitchener Road		A0215
Worthy Down		A0835
Wittering RAF		L0015
Benson RAF		L0025

Aldergrove-Alexander Barracks		U0003
Thurso-Vulcan NRTE		M0034
Bicester-Main		A0104
Coulport Cove RNAD		N0068
St Athan RAF		L0051
Odiham RAF		L0008
Honington RAF		L0013
Wattisham Airfield		A0799
Halton RAF		L0035
Linton-On-Ouse RAF		L0127
Hendon-Home Office HOPCD		G0270

APPENDIX 4
CONTRACTOR'S OUTLINE IMPLEMENTATION PLAN