AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION EQUIPMENT

Agreement

relating to the service and maintenance of fixed and mobile RN detection equipment

Schedule 8.2 (Management Information Requirements)

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION EQUIPMENT

SCHEDULE 8.2

MANAGEMENT INFORMATION REQUIREMENTS

1 INTRODUCTION

This Schedule 8.2 (Management Information Requirements) sets out the Management Information that the Supplier is required to provide to the Authority.

2 REPORTING AND RELATION TO SINGLE AND MULTI TOWER

2.1 Reporting shall form a key part of the management of the delivery of Services and, in accordance with the delivery of the services from end to end involving multiple suppliers including the Supplier, the Authority has requirements for single supplier or multiple supplier reporting. The reports are described in paragraph 3.1(d) and single supplier and multiple supplier are described as follows:

(a) Single supplier reporting – Where a single supplier is responsible for the end to end delivery of the part of the system that they are responsible / accountable for.

(b) Multiple supplier reporting – Where multiple suppliers are responsible for the end to end delivery, where dependencies are between suppliers to deliver the service.

(c) Service Integrator reporting – Where the Service Integrator is responsible for providing outputs or elements of the end to end service and/or providing business service view of end to end service.

3 REPORTS TO BE PROVIDED BY THE SUPPLIER

3.1 The reports, plans and management information that the authority may require the supplier to provide from time to time include (without limitation):

(a) Reporting on progress against implementation plan;

(b) Quality Plan;

(c) Service Acceptance Test and Test Plans;

Service Management related documentation including but not limited to:

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(d)   **Performance monitoring reports including but not limited to:**

	Report	**Description**	**Single Supplier / Multiple Supplier***	**Source of Data / Report Creation**	**Supplier Responsibilities**
a.	Incident Management Report	To provide information regarding performance of incident management/resolution activity.	Single Supplier / Multiple Supplier	ITSM	Supplier narrative
b.	Incident Management Detail Report	To provide information regarding Supplier performance of incident management/resolution activity in relation to specific, or groups of, incidents.	Single Supplier	ITSM	Supplier narrative
c.	P1 Incident and P2 Incident Report (including root cause analysis and identification)	To provide information regarding the performance of incident management/resolution activity (including root cause analysis and identification) in relation to specific P1 and P2 incidents.	Single Supplier / Multiple Supplier	Supplier report based on an Authority template	Supplier narrative
d.	Problem Management Report	To provide information regarding performance of problem management/investigation/resolution activity.	Single Supplier / Multiple Supplier	ITSM	Supplier narrative

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	Report	Description	Single Supplier / Multiple Supplier*	Source of Data / Report Creation	Supplier Responsibilities
e.	Change / Release Management Report	To provide information regarding the performance of change/release management activity.	Single Supplier / Multiple Supplier	ITSM	Supplier narrative and post implementation review
f.	Forward Schedule of Change	To provide information regarding the planned schedule of change (including maintenance works) across the Services.	Service Integrator	ITSM	Supplier knowledge and insight
g.	Configuration Management Baseline Report	To provide information that enables all suppliers to understand the current status of all systems and services, with up to date Configuration Item and Attribute information.	Single Supplier	ITSM	Any supplier updates to be provided and checked against requirements for configuration, incidents, problems etc.
h.	Configuration Management Logical Audit Report	To provide further Configuration Item details with logical relationships between items in order to provide a path to good impact analysis.	Single Supplier	Supplier audit but based on Authority template	Via IT access
i.	Configuration Management Asset Audit Report	To provide details of accuracy of recorded Configuration Items	Single Supplier	Supplier audit but based on Authority template	Via physical / remote site audits

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	Report	Description	Single Supplier / Multiple Supplier*	Source of Data / Report Creation	Supplier Responsibilities
		and Assets against physical audits and automated discovery tools.			
j.	Asset Inventory Report (including Software and IPR)	To provide information that informs all suppliers assets are currently in use, in store, disposed of etc, who the owner is, who is responsible.	Single Supplier	Supplier audit but based on Authority template	Via physical / remote site audits
k.	Asset Baseline Report	To provide details on all procured physical and software Assets / licenses	Single Supplier	Supplier audit but based on Authority template	Supplier knowledge and insight
l.	Capacity Trends Report	To provide information on the historic and forecast capacity of Cyclamen service provided by the Supplier.	Single Supplier	Supplier report based on a Authority template	Via ITSM and Supplier knowledge and insight
m.	Capacity Management Report	To provide information on the Supplier performance of capacity management activity.	Single Supplier	Supplier report based on a Authority template	Via ITSM toolset and supplier knowledge and insight
n.	Availability Report	To provide information on the trended availability of the system and the Services provided by	Single Supplier / Multiple Supplier	Supplier report based on an Authority template and ITSM	Supplier narrative

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	Report	Description	Single Supplier / Multiple Supplier*	Source of Data / Report Creation	Supplier Responsibilities
		the Supplier(s).			
o.	Event Management Report	To provide information on the performance of event management.	Service Integrator / Single Supplier	Authority monitoring tool	Supplier narrative
p.	Maintenance Report	To provide information on the planned and performed maintenance provided by the Supplier.	Single Supplier	Authority ITSM / Supplier report	Supplier narrative
q.	Service Management and Performance Monitoring Reports (Monthly)	To provide information on the performance of the Supplier / supplier(s) against their contractual Service Levels and KPI's on a monthly basis, and to provide an overview of the service performance throughout that period.	Single Supplier / Multiple Supplier	Authority ITSM / Supplier report / Authority template	Supplier narrative / information provision
r.	Monthly Stock Report	To provide information on the location and quantity of any spare stock holding.	Single Supplier	Supplier report	Supplier narrative / information provision
s.	Finance Report inc. Service Credits	To provide information on the	Single Supplier	Supplier report	Supplier narrative / information

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	Report	Description	Single Supplier / Multiple Supplier*	Source of Data / Report Creation	Supplier Responsibilities
	(Monthly)	monthly Service Charges and any agreed Service Credits against those.			provision

*where the report has Multi Tower input, this is achieved through Collaboration, in accordance with Schedule 11.

(e)   Ad-hoc reporting, as requested by the Authority acting reasonably;

Security related documentation including but not limited to:

(f)   ISMS;

(g)   Security Management Plan;

(h)   Security Test results;

Business Continuity Management documentation

(i)   BCDR Plan;

(j)   BCDR review report;

Contract management Reporting

(k)   all relevant documentation relating to Variations;

(l)   Variation report;

(m)   Monthly financial reports;

(n)   Continuous Improvement Plan;

(o)   the Financial Models;

(p)   template invoice; and

(q)   all other documents which this Agreement expressly requires to be prepared, or that the Authority reasonably requests to be provided from time to time.

3.2   In all cases such documentation to be prepared in accordance with the provisions set out in this Agreement (including for the avoidance of doubt any drafts, updates or versions of the documentation listed above to be prepared by the Supplier).

Schedule 8.2 (Management Information)