

## Order Form Attachment 10: Transparency Reports

<b>Title</b>	<b>Buyer Requirement/ Schedule Reference</b>	<b>Content</b>	<b>Format</b>	<b>Frequency</b>	<b>Relevant Governance Board (Call Off Schedule 7 (Governance))</b>
Performance Monitoring Report	Call Off Schedule 3 (Service Levels, Service Credits and Performance Monitoring)	As per Part B, paragraph 1.2 of Call Off Schedule 3.	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	Monthly	Service Management Board
Project Status Report	Call Off Schedule 19 (Projects)	As defined within Paragraph 13.2 of Call Off Schedule 19.	Microsoft Word document	As per Paragraph 13.2 of Call Off Schedule 19	Commercial Management Board  Transition Management Board (for In-Flight Projects or Projects to deliver Transformation activities/Deliverables as per Call Off Schedule 11 (Implementation))
Implementation performance summary report	Call Off Schedule 11 (Implementation)	As defined within Paragraph 3.1.4 of Part B (Implementation Plan) of Call Off Schedule 11.	Microsoft Word document	As defined within Paragraph 3.1.4 of Part B (Implementation Plan) of Call Off Schedule 11;	Transition Management Board
Review Report	Call Off Schedule 16 (Business Continuity	As per Paragraph 6.3 of Call Off Schedule 16.	Microsoft Word document	As per Paragraph 6.3	Service Management Board

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	and Disaster Recovery)			of Call Off Schedule 16	
Test Report	Call Off Schedule 12 (Testing Procedures)	As per Paragraph 8.6 of Call Off Schedule 12.	Using the template set out in Annex 5 of Call Off Schedule 12	As per Paragraph 8.5 of Call Off Schedule 12	Service Management Board
Financial Reports <ul style="list-style-type: none"> <li>Financial Model</li> <li>Six Monthly Contract Reconciliation Report</li> <li>Final Contract Reconciliation Report</li> </ul>	Call Off Schedule 2 (Charges and Invoicing)	As per Paragraph 4 of Part F of Call Off Schedule 2.	Using the relevant templates set out in Annex 2 of Call Off Schedule 2  Email to Buyer Representative and <a href="mailto:financecontractmanagement@defra.gov.uk">financecontractmanagement@defra.gov.uk</a>	As per Paragraph 4.5 of Part F of Call Off Schedule 2	Commercial Management Board
Other Financial Reports <ul style="list-style-type: none"> <li>Onerous Contract Report</li> </ul>	Call Off Schedule 2 (Charges and Invoicing)	As per Paragraphs 3.1 and 3.2 of Part F of Call Off Schedule 2.	Using the relevant template set out in Annex 2 of Call Off Schedule 2  Email to Buyer Representative and <a href="mailto:financecontractmanagement@defra.gov.uk">financecontractmanagement@defra.gov.uk</a>	As per Paragraphs 3.1 and 3.2 of Part F of Call Off Schedule 2	Commercial Management Board

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Other Financial Reports <ul style="list-style-type: none"> <li>Milestone Reconciliation Report</li> </ul>	Call Off Schedule 2 (Charges and Invoicing)	As per Paragraph 5.1 of Part F of Call Off Schedule 2.	Using the relevant template set out in Annex 2 of Call Off Schedule 2  Email to Buyer Representative and <a href="mailto:financecontractmanagement@defra.gov.uk">financecontractmanagement@defra.gov.uk</a>	As per Paragraph 5.1 of Part F of Call Off Schedule 2	Commercial Management Board  Transition Management Board
Release and Deployment Management Report	SMR.071	The Supplier must provide a detailed status and availability report on all lower-level/test environments. Status reports must include the environment versions and any planned upgrades due to be implemented to the environment, inline with the Release and Deployment Management Process (SMSI-071-002-012). Lower-level/test environments include (but are not limited to), SND, TEST, PRE-PROD.	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	On Request	Service Management Board
Capacity Management Report	SMR.110	The Supplier must produce and make available, via the Buyer's ITSM Tool, to the Buyer monthly Capacity Management Reports on a per Site basis which include: <ul style="list-style-type: none"> <li>current resource utilisation;</li> <li>resource utilisation trends and forecasts; and</li> <li>issues and exceptions,</li> </ul> in accordance with the Buyer's Capacity Management Policy (SMSI-071-001-002) and	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	Monthly per Site	Service Management Board

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		Capacity Management Process (SMSI-071-002-002).			
Supplier Management - Open Book Data Report	SSM.007	The Supplier must report Open Book Data through the supply chain to evidence value for money and appropriate use of public funds, in line with the Buyer's Supplier Management Policy - "SMSI-071-001-022 Defra Supplier Management Policy" and Supplier Management Process - "SMSI-071-002-022 Defra Supplier Management Process".	Email to Buyer Representative and <a href="mailto:financecontractmanagement@defra.gov.uk">financecontractmanagement@defra.gov.uk</a>	On Request	Commercial Management Board
Supplier Management Report	SSM.010	<p>The Supplier must provide Supplier Management Reporting at all Service Management Boards (SMB) and Quarterly Business Reviews (QBR). As a minimum, the Supplier Management Report must include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Contractual Report Compliance,</li> <li>• Service performance Report,</li> <li>• High Profile Incidents and Events,</li> <li>• Service Levels Performance Overview,</li> <li>• Business Impact, Priority Level 1, 2, 3, 4 MI,</li> <li>• Incident Management Trend Analysis,</li> <li>• Service Requests,</li> <li>• Structured Cabling Faults,</li> <li>• Service Credits,</li> <li>• Capacity Management,</li> <li>• Availability Management,</li> <li>• Problem Management,</li> <li>• Change Management,</li> <li>• Actual Experience,</li> </ul>	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	Quarterly	<p>Service Management Board</p> <p>Quarterly Business Review</p>

Title	Buyer Requirement/ Schedule Reference	Content	Format	Frequency	Relevant Governance Board (Call Off Schedule 7 (Governance))
		<ul style="list-style-type: none"> <li>• Virtual Tech Bar Statistics,</li> <li>• Actual Experience Improvement Investigations,</li> <li>• Operational Delivery,</li> <li>• Operational Service Improvements,</li> <li>• Service Heatmaps,</li> <li>• Minor works/Investment Recommendations,</li> <li>• Executive Summary,</li> <li>• Service Risks &amp; Issues,</li> <li>• Escalations and recommendations to other Boards.</li> </ul>			
Sustainability – Carbon Footprint Report	SUS.009	<p>The Supplier must report and measure the carbon footprint (up to and including scope 3) and environmental impacts specifically pertaining the Services consumed by the Buyer on a quarterly basis over the duration of the Contract. The report should include the following:</p> <ul style="list-style-type: none"> <li>• energy consumption of all deployed Buyer Assets;</li> <li>• total miles travelled by Supplier staff in relation to service delivery;</li> <li>• footprint of purchased Goods;</li> <li>• footprint of waste (associated carbon cost); and</li> <li>• any other carbon sources relevant to the service in respect of Supplier offices and homeworking</li> </ul> <p><i>(all above should include methodology for calculation).</i></p>	Microsoft Word document (narrative) and MS Excel file (for data and figures)	Quarterly	Quarterly Business Review

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Annual Sustainability Report	SUS.010	The Supplier must provide annual progress reports to demonstrate improvements around carbon reduction, data efficiencies, supply chain data on carbon, environmental impacts, materials, chemicals, and wider business responsibilities and evidence of governance to support the delivery of progress. The Supplier must provide reporting for management and awareness of resilience from climate and ecological breakdown of the Services provided.	Microsoft Word document	Annual	Executive Sponsor Review Meeting
Sustainability – Modern Slavery Report	SUS.035	The Supplier must provide an annual due diligence report to demonstrate progress against mitigating modern slavery risk relevant to the Contract.	Microsoft Word document	Annual	Commercial Management Board
Sustainability Impacts of Services	Clause 56.3 (Sustainability and Supplier Code of Conduct)	The Supplier must provide a report setting out: <ul style="list-style-type: none"> <li>• key sustainability impacts of the Services;</li> <li>• sustainability improvements made and actions taken; and</li> <li>• contributions to the Buyer's Sustainability Policies and objectives.</li> </ul>	Microsoft Word document	Six Monthly	Quarterly Business Review
Sustainability - New asset model impacts report	Clause 56.3 (Sustainability and Supplier Code of Conduct)	The Supplier must provide a sustainability impact report with asset information for any newly deployed models or types of Buyer Assets not previously utilised as part of the Services, including: <ul style="list-style-type: none"> <li>• proportion and weight of recycled materials;</li> <li>• use of critical minerals;</li> <li>• energy efficiency certification; and</li> <li>• weight of packaging.</li> </ul>	Microsoft Word document and/or MS Excel file	At least 30 days prior to deployment of the relevant asset model/type	Commercial Management Board

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		This report should also include estimated power consumption and embodied carbon figures.			
EUS Asset Report – End of Life Assets	EUS.003	The Supplier must provide to the Buyer a monthly report for all items that have been removed from the asset register that are beyond economic repair and seek approval from the Buyer for those Assets and Buyer Assets to be decommissioned.	Microsoft Word/Excel document, and/or using the Buyer's ITSM Tool (if applicable)	Monthly	Service Management Board
EUS Asset Report <ul style="list-style-type: none"> <li>- Asset report</li> <li>- Disposal report</li> <li>- Stock report</li>   <li>• Device status report</li> <li>• Disposal routes report</li> <li>• Disposed IT Assets report</li> <li>• Settlement Report</li> </ul>	EUS.005	<p>The Supplier must, as agreed with the Buyer, provide an asset report outlining but not limited to the following:</p> <ul style="list-style-type: none"> <li>• utilisation of Assets and Buyer Assets, including but not limited to the End User the device is allocated to;</li> <li>• asset age and end of life (EOL) status;</li> <li>• current level of stock required to meet the service levels and operational change needs;</li> <li>• details of consumables (based on available CMDDB data) e.g. cables and PSU for branch devices;</li> <li>• maintenance / reporting on PAT re-test status;</li> <li>• last logon information; and</li> <li>• device patch / update status (including firmware versions).</li> </ul> <p>This report should also include total units/weights of disposed assets across the supply chain hierarchy.</p>	Microsoft Word (narrative) and MS Excel (data and figures), and/or using the Buyer's IT Service Management Toolset (if applicable)	Monthly	Service Management Board

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		<p>The Supplier must, for each Service Period, produce a disposal report detailing Assets, Buyer Assets and Buyer Provided Goods disposed of, last user and confirmation of secure data destruction in accordance with Buyer Security Policy and process. Such disposal report must also include the following data:</p> <ul style="list-style-type: none"> <li>• waste avoided (repairs, replacements, re-use);</li> <li>• assets broken beyond repair / sent to landfill;</li> <li>• quantity/weight of assets recycled or put to landfill;</li> <li>• weight of reclaimed components / reclaimed materials;</li> <li>• data on recycling/disposal of printing consumables; and</li> <li>• data on recycling/disposal of packaging.</li> </ul> <p>Settlement reports are required for audit purposes in respect of any 'Disposal Certificate'; including the mechanism to get disposal certificates, and validate any financial recovery required.</p> <p>The Supplier must provide the Buyer with a report, no more than monthly or as otherwise required by the Buyer, detailing the Supplier's stock management information.</p>			



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		<p>The Supplier must ensure that the status of all Buyer Assets and Buyer Provided Goods is known at all times throughout the device lifecycle and must provide reports on a monthly basis as to device status of each such device.</p> <p>The Supplier must provide within the monthly report the status of the disposal routes for devices and peripherals, following categories of the waste hierarchy and in line with the Buyer's Hardware Asset Management Policy.</p> <p>The reports for disposal of IT assets must contain the minimum data sets as identified by the Buyer (e.g. asset tags / serial numbers) for the updating of asset management toolsets and databases.</p>			

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Hardware expenditure summary		<p>The Supplier shall provide a report summarising hardware (Goods) expenditure incurred during the reporting period, including a breakdown detailing value, number and type of items.</p> <p>The data in this summary should be broken down at department level (E.g. core Defra, Environment Agency etc).</p>	Microsoft Word document and/or MS Excel	Quarterly	Commercial Management Board
Smart Lockers Usage Report	EUS.041	The Supplier shall provide insights and reporting on the smart lockers usage and maintenance as agreed with the Buyer.	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	On Request	Service Management Board
PKI Report	EUS.061	<p>The Supplier must log and monitor security events and alerts relating to the PKI solution in accordance with the NCSC SOC Data Feeds document.</p> <p>The Supplier must ensure the PKI events are presented for consumption by the Buyer Security Information Event Management System.</p> <p>The Supplier must provide reporting to the Buyer to demonstrate the successful operation of the event and alerting solution, and report to the Buyer on a monthly basis, unless directed otherwise by the Buyer, to demonstrate the successful operation of the PKI solution.</p>	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	Monthly	Service Management Board

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Vulnerability Management Report	WPE.031	The Supplier must generate Vulnerability Management reports and dashboards in the format and frequency stipulated in the Vulnerability Management Standards.	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	On Request or as otherwise stipulated in the Vulnerability Management Standards	Service Management Board
Digital User Experience Report	DEX.029	The Supplier must provide monthly high level reporting summaries on performance to the Buyer to highlight areas of interest or remediation required by End User, Site location, agency and Service.	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	Monthly	Service Management Board  Quarterly Business Review
Service Desk – Service Improvement Report	DSK.021	The Supplier should as part of monthly reporting and governance propose to the Buyer opportunities and initiatives to improve the service to the End User.	Microsoft Word document, and/or using the Buyer's ITSM Tool (if applicable)	Monthly	Service Management Board

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Assistive Technology Usage Report	ATS.011	<p>The Supplier must identify Assistive Technology Users who have been identified to have recommended reasonable IT based adjustments under the Equality Act 2010 from Department of Work and Pensions Access to Work Grant, Display Screen Equipment (DSE), Occupational Health or Workplace Assessments.</p> <p>The Supplier must provide monthly reports of Assistive Technology identified users and their Assistive Technology provided solutions.</p> <p>The Supplier must provide ad-hoc reports of the Buyer Assistive Technology user base upon request by the Buyer within 48 hours of receiving the request.</p>	Microsoft Word document, and/or using the Buyer's IT Service Management Toolset (if applicable)	Monthly and On Request (within 48 hours of request)	Service Management Board
Mobile Services Report	MBS.001	<p>The Supplier shall in relation to the mobile phone service provided by the Buyer's Mobile Services Provider, utilise the Mobile Services Provider's corporate service administration portal and online tooling to produce the following reports:</p> <p>a) Create monthly invoice reporting by user/organisation within the Core Defra Group.</p> <p>b) Generate reports on mobile usage to allow the Buyer to have access to management information.</p>	As requested by the Buyer	Monthly	Service Management Board

Title	Buyer Requirement/ Schedule Reference	Content	Format	Frequency	Relevant Governance Board (Call Off Schedule 7 (Governance))
User Activity Report	EUS Security	<p>The Supplier shall, upon request, provide the Buyer with a user activity report showing, for a specific Buyer user, logon and logoff times across their devices for a period of up to 12 months provided that Supplier is granted relevant access and such information is stored within Buyer's estate for the required period of time. Such requests shall only come from the Buyer's Security Services team or Data Protection Team and reports will be provided to the requestor within 5 Working Days for the request being made.</p> <p>The number of reports provided by the Supplier is expected to be no more than 50 per contract year.</p>	As requested by the Buyer	On request	