# PICTS Contract

# Schedule 16 : Annex (D) RAID for Technology Refresh Projects

**Revision History;**

**Version #:** 1.0

**Date:** 15 December 2016

| Version | Date | Details of Changes | Author |
|---|---|---|---|
| 0.1 | 28/11/16 | Initial Draft | Sopra Steria |
| 0.9 | 5/12/16 | Updated following review | Sopra Steria |
| 0.11 | 5/12/16 | Updated formatting | Sopra Steria |
| 0.12 | 6/12/16 | Updates following Authority review | Sopra Steria |
| 0.13 | 10/12/16 | Issue | Sopra Steria |
| 0.14 | 13/12/16 | Further update | Sopra Steria |

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| 0.15 | 13/12/16 | Further update following joint review | Sopra Steria and MoJ |
| 0.16 | 15/12/16 | Updated to split in to tables. | Sopra Steria and MoJ |
| 1.0 | 15/12/16 | Final version for completion | Sharpe Pritchard |

1 Risk

The following risk will be added to the operational risk log following the Commencement Date.

| Type | Projects impacted | Description | Likely Realisation / Expiry Date | Potential Impact to AUTHORITY if Risk not correct |
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| RISK | Programme | The AUTHORITY will not be able to gain PSN accreditation due to Citrix 4.5 and Windows XP not being replaced by the AUTHORITY's separate accelerated EUC project | | Unable to go live with gateway services in UKCloud without appropriate waivers being obtained |

## 2 Assumptions

The table below details the assumptions that the PROVIDER has made in sizing the Technology Refresh Projects. Should these assumptions prove to be invalid or incorrect then paragraph 1.2 of Schedule 16 will apply.

| Type | Projects impacted | Description | Likely Realisation / Expiry Date | Potential Impact to AUTHORITY if Assumptions not correct, Dependencies not fulfilled or Risks occur |
|---|---|---|---|---|
| A - 001 | Programme | ITHC will be conducted in Production Environment only | Q2 2017 | Basis for project pricing. If assumption not true addition ITHC resource will be required will be investigated and requested through Change Control Procedures and paid for by AUTHORITY |
| A - 002 | Programme | The PROVIDER does not require explicit AUTHORITY sign off for design documentation for Technology Refresh Projects and will provide design documentation which will be subject to a rapid design review only | Q3 2017 | a) Potential delay to project milestone achievement |
| A - 003 | Programme | Identified reuseable equipment is removed from NDC2 and made available in warehouse storage | Q1 2017 | Additional hardware cost to be funded through Change Control Procedures if equipment not available to be reused and/or additional transport costs are incurred |
| A -004 | Programme | SAHE, IAPS and nDelius have been decommissioned along with all development and test environments | Q1 2017 | Service / Security risks will remain relating to these items until they are decommissioned |
| A – 005 | Programme | There is no resource effort included nor duration planned in the delivery timeline to support the AUTHORITY test team witness testing any of the build or upgrade processes in DVE Reference | Q2 / Q3 2017 | Additional implementation effort to be funded by the AUTHORITY through Change Control Procedures |
| A - 006 | Programme | There will be no Performance Testing. | Q3 2017 | a) Risk of service performance reduction on implementation<br>b) Additional implementation effort to be funded by AUTHORITY through Change Control Procedures if required |

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| A - 007 | Programme | No product evaluation exercise is required | Q3 2017 | Additional implementation effort to be funded by AUTHORITY through Change Control Procedures if required |
| A – 008 | Programme | The current DR provision and documented Risks remain in place and are not affected by this programme | Q3 2017 | Additional service and implementation effort to be funded by AUTHORITY through Change Control Procedures |
| A – 009 | Programme | Network management tools/servers used by Vodafone/ HP are removed from the environment. | 1st Oct 2017 | If not exited within this timeframe the AUTHORITY will pay for upgrades to the environments through the Change Control Procedures |
| A – 010 | Programme | Any infrastructure identified and re-used from NDC2 will be added to the 3rd party support contracts managed by the AUTHORITY or the PROVIDER. | As required | Any costs associated with 3rd party support will be funded by AUTHORITY through Change Control Procedures |
| A - 011 | Programme | The PROVIDER will only be responsible for the accreditation of its services | Throughout the programme | The AUTHORITY needs to ensure that areas of service outside of the PROVIDER's scope of supply are managed and complete |
| A - 012 | Programme | All accepted risks and provided waivers that were in place for the OMNI System under the Previous Contract will be presented to the SIRO for approval. If approval is granted then such waivers will carry over to this Agreement until such time as they are addressed by either;<br>• the Technology Refresh programme detailed in Schedule 16; or<br>• a project outside the PROVIDER's current scope of supply | Ongoing | If approval is not granted then any remediation requested by the AUTHORITY would be funded by the AUTHORITY through the Change Control Procedures. |
| A – 013 | Programme | Three IT Health Checks will be carried out following the implementation of elements of the Technology Refresh programme. Individual projects will have an internal security assessment following go–live. | Throughout the programme | Additional service and third party effort to be funded by AUTHORITY through Change Control Procedures |
| A – 014 | Programme | The security controls that are currently in place for ViSOR will continue to be implemented | Ongoing | The AUTHORITY should review the existing security controls and ensure these are still acceptable |
| A – 015 | Programme | On the basis that the Technology Refresh Projects run to the implementation plan, other AUTHORITY TTP initiatives are scheduled | Throughout the programme | Additional service and implementation effort to be funded by AUTHORITY through Change Control Procedures in the event of |

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| | | to avoid impacting the timing of the Technology Refresh Projects detailed in this Schedule 16 | | delays to the plan is caused by other AUTHORITY TTP suppliers |
| A – 016 | Programme | AUTHORITY to continue with NDC2 decommissioning commenced under the Previous Contract - NDC2 Servers available for re-use if needed | Q1 2017 | Additional hardware cost to the AUTHORITY if equipment not available to be reused |
| A – 020 | PICT01 - VMware Upgrade | HBA hardware on DL380 G7 is compatible with vSphere 5.5. | June 2017 | Any additional hardware required will be requested under the Change Control Procedures and paid for by the AUTHORITY |
| A – 021 | PICT01 - VMware Upgrade | NICs hardware on DL380 G7 is compatible with vSphere 5.5. | June 2017 | Any additional hardware required will be requested under the Change Control Procedures and paid for by the AUTHORITY |
| A – 025 | PICT02 - Secure Office | Smart cards do not need re-issuing under any circumstances | June 2017 | AUTHORITY to cover additional hardware and implementation effort through Change Control Procedures |
| A - 030 | PICT05 - Cloud Core Platform | The AUTHORITY will plan for and manage the delivery of PSN compliance. The detailed tasks, acceptance criteria and dates for which will be agreed during the project initiation stage. | Q2 2017 | Project delay / additional costs to be funded by the AUTHORITY if the projects are delayed by the lack of PSN connectivity. |
| A – 040 | PICT06 - AD Upgrade | All Servers across the PICTS estate will support the use of W2008 domain controllers | Q2 2017 | Either<br>1) Scope of upgraded Servers is reduced increasing service risks (for the avoidance of doubt this shall not constitute Partial Termination)<br>2) Additional remediation cost to be funded through the Change Control Procedures |
| A – 050 | PICT07 - 2008 Server Upgrade | Servers identified in Schedule 16 Annex C2 – WINDOWS2003 Bill of Materials PICTS007 lists Servers and services that will be upgraded to Windows 2008. It is assumed that these items can support a Windows 2008 upgrade on the existing hardware and are compatible with the existing applications (unless specified within Schedule 16 and its Annexes) | Q2 – 2017 to Q3 2017 | Either<br>1) Scope of upgraded servers is reduced increasing service risks (for the avoidance of doubt this shall not constitute Partial Termination)<br>2) Additional remediation cost to be funded through Change Control Procedures |

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| A – 060 | PICT09 – Netbackup | Netbackup v7.7 has same hardware requirements as v7.5 | July 2017 | Additional equipment will be required (possibility of reuse).<br>AUTHORITY to cover additional hardware and implementation effort through Change Control Procedures |
| A – 061 | PICT09 – Netbackup | Slots are available on 10 GbE network switches in Live and DVE Reference | June 2017 | Project cannot be completed |
| A - 070 | PICT10 - Cloud Gateway | Phoenix is no longer in use by the AUTHORITY | Oct 2017 | Additional cost to be funded by the AUTHORITY under Change Control Procedures to repoint the NPS users to Phoenix |
| A – 071 | PICT10 - Cloud Gateway | EPIC has been decommissioned before implementation in production | Oct 2017 | Additional cost to be funded by the AUTHORITY under Change Control Procedures to address EPIC user access |
| A – 080 | PICT11 – XPS 24000 | The upgrade to xp24000 will be completed to a live environment since there is no test facility | Jun 2017 | Additional service and implementation effort to be funded by AUTHORITY through Change Control Procedures |
| A - 085 | PICT15 - Cisco Devices | Implementation can be scheduled 'Out of Hours' to support timely implementation | Q2 2017 | Project delay / continuing service risk |
| A – 090 | PICT16 - EventLogging | Existing Servers within NDC1/NDC3 will route LogRhythm traffic directly into Elevated segment in UKCloud – i.e. no traversing of the Cross Domain Zone required for on premise Servers | June 2017 | Additional design / deployment work at the AUTHORITY's cost to provide alternate solution |
| A – 100 | PICT16 - EventLogging | Pre-Production will not be a failover solution for the Production environment. The Pre-Production environment will be limited to an agent Deployment of up to 15 nodes and will be used for testing patches and configuration prior to Deploying into Production. | Ongoing | AUTHORITY to cover additional hardware and implementation effort through Change Control Procedures |
| A - 101 | PICT16 - EventLogging | The platform required (driven by message rate and retention requirements) can be economically provided on UKCloud platform | June 2017 | a) Slow turnaround time for retrieval of event data or poor performance<br>b) AUTHORITY to cover additional hardware and implementation effort through Change Control Procedures if more storage required |
| A – 102 | PICT16 - EventLogging | GPG13 will be used as guidance for the Protective Monitoring solution only. The PROVIDER will show where GPG13 is not being adhered to | June 2017 | AUTHORITY to cover any additional costs through the Change Control Procedures if full adherence is required. |

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| | | and provide reasons why, and it is assumed that the AUTHORITY will accept the PROVIDER's position for accreditation | | |
| A – 110 | PICT17 - Lumension | Export and re-import of Lumension settings will carry across “recognised allowed” devices | May 2017 | AUTHORITY to cover additional hardware and implementation effort through Change Control Procedures if more storage required |
| A – 120 | PICT19 - Citrix 7.x | Access to Lotus Notes mail and all legacy applications will continue to be provided via existing Citrix 4.5 | Sept 2017 | Reduced service performance will need to be accepted or alternative solution will need to be investigated through Change Control Procedures |
| A – 121 | PICT19 - Citrix 7.x | Existing WIDs will not be accessing the new Citrix 7.x Solution and it will only be used by Laptop and Desktop migrated Users | Not Dated | If WIDs are to be included it will be via the Change Control Procedures at additional cost to the AUTHORITY |
| A – 122 | PICT19 - Citrix 7.x | Citrix 4.5 is retained (out of support ) to be used for legacy line of business applications | Ongoing | Change Control Procedures to be invoked to upgrade 4.5 to 7.x and additional cost to the AUTHORITY |
| A - 130 | PICT22 - Network Management | Network Management Tools will be installed on core Bastian only | June 2017 | Change Control Procedures to be invoked to implement alternative solution |

## 3 Dependencies

The table below provides details of where the PROVIDER is dependent on the AUTHORITY in order to deliver the Technology Refresh Projects to the milestones shown in Annex A of Schedule 16 and the Charges detailed within Annex 2 of Schedule 5. Should the AUTHORITY fail to deliver any of these dependencies, or be late in doing so, then paragraph 4 of Schedule 16 will apply.

| **Type** | **Projects impacted** | **Description** | **Date for the dependency to be met** | **Potential Impact to AUTHORITY if Dependencies not fulfilled** |
|---|---|---|---|---|
| D – 001 | Programme | Sufficient bandwidth for all services will be provided by the AUTHORITY including connectivity to UKCloud | 1st May 2017 | Additional service and implementation effort to be funded by AUTHORITY through Change Control Procedures |
| D – 002 | Programme | AUTHORITY will provide all the required Enterprise software licenses for VMware, Citrix and Microsoft | Q3 2017 | Delays whilst PROVIDER arranges procurement of licences through Change Control Procedures and additional costs will be incurred by the AUTHORITY |
| D – 010 | PICT01 -VMware Upgrade | AUTHORITY will procure and pay for additional VMware licences (v 5.5) if they are required on any of the environments | 1st May 2017 | Delays whilst PROVIDER arranges procurement of licences through Change Control Procedures with costs of delay paid for by the AUTHORITY |
| D – 020 | PICT02 -Secure Office | AUTHORITY will pay for additional Secure Office licences if current licenses cannot be reused or upgraded | 1st April 2017 | Delays whilst PROVIDER arranges procurement of licences through Change Control Procedures |
| D – 030 | PICT03 - Certificate Authority | DISC ( DOM1) Certificate Authority is available and will be a common root across the AUTHORITY ITC estate | 1st February 2017 | Project will not be completed or alternate CA solution will need to be investigated through Change Control Procedures. |
| D - 031 | PICT03 - Certificate Authority | The AUTHORITY shall implement their network such that DISC CRLS can be retrieved across the network | 1st March 2017 | Reduced service performance will need to be accepted or alternative CA solution will need to be investigated through Change Control Procedures |
| D – 040 | PICT05 - Cloud Core Platform | The AUTHORITY will fund any additional costs relating to PSN compliance outside of the PROVIDER's scope of supply. | Q3 2017 | AUTHORITY to cover additional hardware and implementation effort through the Change Control Procedures |
| D – 041 | PICT05 - Cloud Core Platform | Approval of the UKCloud Cross Domain Solution is provided by the AUTHORITY to the PROVIDER within | 30th March 2017 | a) Potential delay to project milestone achievement |

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| | | 10 Working Days of submission of the relevant documentation | | b) Revised solution to be investigated through Change Control Procedures |
| D – 042 | PICT05 – Core Cloud Platform | AUTHORITY provides root Certifcate Authority for the environment | 1st March 2017 | Implementation will be delayed<br>Alternative CA solution will need to be investigated through Change Control Procedures |
| D – 043 | PICT05 – Core Cloud Platform | The AUTHORITY will be responsible for producing the PSN Code of Connection [CoCo]. The PROVIDER will provide the necessary detail to input into the PSN CoCo for those services within its scope of supply | 28th Feb 17 | PSN certification will not be obtained and alternative connectivity solutions will need to be explored.<br>Any costs associated with alternative solutions would need to be funded by the AUTHORITY through the Change Control Procedure |
| D - 044 | PICT05 – Core Cloud Platform | The AUTHORITY's EUC Supplier will provide the necessary details to the AUTHORITY to input into the PSN CoCo for those services within its scope of supply. The PROVIDER shall not be required to provide any CoCo information related to EUC outside of its scope of supply. | 28th Feb 17 | PSN certification will not be obtained and alternative connectivity solutions will need to be explored.<br>Any costs associated with alternative solutions would need to be funded by the AUTHORITY through the Change Control Procedure. |
| D – 045 | PICT05 – Core Cloud Platform | The AUTHORITY's Network Supplier will provide the necessary details to the AUTHORITY to input into the PSN CoCo for those services within its scope of supply. The PROVIDER shall not be required to provide any CoCo information related to WAN and LAN outside of its scope of supply. | 28th Feb 17 | PSN certification will not be obtained and alternative connectivity solutions will need to be explored.<br>Any costs associated with alternative solutions would need to be funded by the AUTHORITY through the Change Control Procedure. |
| D – 050 | PICT06 - AD Upgrade | AUTHORITY to provide production and preproduction hosting infrastructure in the Tolomy environment | 1st June 2017 | Project cannot be completed |
| D – 060 | PICT09 – Netbackup | AUTHORITY to procure and pay for Netbackup licences should the licences not be transferable to the new infrastructure | 1st April 2017 | Delays whilst PROVIDER arranges procurement of licences through Change Control Procedures |
| D – 070 | PICT10 - Cloud Gateway | vCMS, nDelius training, interventions manager and LIBRA are accessible across the PSN and the AUTHORITY will provide changes to allow access | 1st July 2017 | Reduced service performance will need to be accepted or alternative solution will |

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| | | | | need to be investigated through Change Control Procedures |
| D – 080 | PICT12 - EVA8400 | AUTHORITY to agree to deletion of any temporary migration data currently stored in thick provisioned LUNs | 1st May 2017 | Project cannot be completed |
| D – 090 | PICT15 - Cisco Devices | Current project scope and price includes the first year of SmartNet Costs starting from the Commencement Date. The AUTHORITY shall procure and pay for IOS licences and SmartNet support in subsequent Contract Years. | Q4 2017 | AUTHORITY will accept the risk of running out of support Cisco Devices<br>Delays whilst PROVIDER arranges procurement of licences/support through Change Control Procedures |
| D – 100 | PICT16 - EventLogging | The AUTHORITY will allocate a suitable person who can determine the level of reports and critical assets that need to be monitored under the PICT016 project and provided by the PROVIDER. | 1st Feb 2017 | A protective monitoring service is only effective if the AUTHORITY provides support in their expectations of their key assets |
| D - 110 | PICT17 - Lumension | AUTHORITY to procure and pay for any additional endpoint licensing if required | 11th April 2017 | Delays whilst PROVIDER arranges procurement of licences through Change Control Procedures |
| D - 120 | PICT19 - Citrix 7.x | AUTHORITY to provide a list of Users to be migrated according to agreed project plan | 1st May 2017 | a) Implementation will be delayed<br>b) AUTHORITY to cover additional implementation effort through Change Control Procedures if there is rework |
| D – 121 | PICT19 - Citrix 7.x | AUTHORITY to provide UAT testing resources | 1st April 2017 | a) Implementation will be delayed |
| D – 122 | PICT19 - Citrix 7.x | AUTHORITY to provide such training or training material, as it deems appropriate, to end Users prior to migration to new Citrix platform | 1st May 2017 | a) Service impact from additional calls to AUTHORITY service desk |
| D – 130 | PICT20 - Radia | AUTHORITY will provide licencing for Radia (current licence anticipated to be available at no additional charge) | 10th March 2017 | Delays whilst PROVIDER arranges procurement of licences through Change Control Procedures |
| D - 140 | PICT22 – Network Management | AUTHORITY to take necessary actions to remove the need for the HP Landing server | 1st June 2017 | Change Control Procedures to be invoked to implement alternative solution |