# PICTS Contract

# Schedule 16

# Technology Refresh

**Document Info**

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**Revision History**

| Version | Date | Details of Changes | Author |
|---|---|---|---|
| 0.5 | 29/11/16 | Title page created.<br><br>0.5 is for our internal review | Sopra Steria |
| 0.6 | 29/11/16 | Paul Murphy review | Sopra Steria |
| 0.6SA | 29/11/16 | SA review | Sopra Steria |
| 0.8 | 30/11/16 | PM updated the document. Split project descriptions in to Annex A and consultancy in to Annex B. | Sopra Steria |
| 0.9 | 1/12/16 | Comments from MOJ | MOJ |
| 0.10 | 5/12/16 | Further update (SA&CT) | Sopra Steria |
| 0.11 | 9/12/16 | Further internal review | Sopra Steria |
| 0.12 | 15/12/16 | Baseline | Sopra Steria & MOJ |
| 1.0 | 15/12/16 | Final version for completion | Sharpe Pritchard |

## 1. Technology Refresh

1.1 The PROVIDER will deliver a series of projects and consultancy support within a Technology Refresh programme in line with the timescales described in the Annexes to this Schedule. This Schedule 16 and its Annexes define this programme and include:

(A) Technology Refresh Projects in summary (Paragraph 2)

(B) The approach to the management of the Technology Refresh programme (Paragraph 3)

(C) Detailed information for each Technology Refresh Project and the relevant Milestones, Acceptance Criteria (where relevant) and Authority Dependencies are provided in Annex A

(D) Description of consultancy projects (see below) in Annex B

(E) Bills of Materials to provide detailed scope of the Equipment within the scope of the Technology Refresh Projects Annexes C-1, C-2, C-3 and C-4

(F) Current RAID Log for the Technology Refresh Projects in Annex D

1.2 Annex D (RAID Log) includes a list of Risks assumptions and Authority Dependencies associated with the individual Technology Refresh Projects and the programme as a whole. In the event that these assumptions, Risks and Authority Dependencies are not met, mitigated or fulfilled (as appropriate), the Parties will address the consequences as identified within Annex D and where necessary through the Change Control Procedures.

1.3 In addition to the defined list of Technology Refresh Projects the PROVIDER will provide consultancy resources to support AUTHORITY managed activities on a Time and Materials basis, as follows;

- [REDACTED]
- Business Support and local Applications
- EUC (EUD design)

These consultancy support activities are described further in Annex B.

1.4 Before introduction to the live service, each set of deliverables will be tested and accepted to the extent detailed in the individual Technology Refresh Project descriptions. Such testing will follow the relevant and appropriate steps set out in Schedule 21 (Testing and Acceptance).

## 2. Technology Refresh Projects

2.1 Table 1 is a list of the Technology Refresh Projects that will be delivered in parallel with the Services as described in Schedule 3 (PROVIDER's Solution), the scope and timescales for these projects are described within Annex A.

Table 1

| Ref | Project |
|---|---|
| PICTS001 | VMware |
| PICTS002 | Secure Office |
| PICTS003 | Certificate Authority |
| PICTS005 | Core Cloud Platform |
| PICTS006 | Active Directory Upgrade |
| PICTS007 | Windows 2003 to 2008 upgrade |
| PICTS009 | Symantec  Netbackup v6.5 & 7.5 |
| PICTS010 | Cloud Gateway |
| PICTS011 | XP24000 storage array firmware upgrade |
| PICTS012 | EVA8400 storage array firmware upgrade |
| PICTS013 | FTP Server – virtual server upgrade |
| PICTS015 | Cisco Appliances |
| PICTS016 | Event logging upgrades and cloud monitoring service |
| PICTS017 | Lumension port lockdown upgrade |
| PICTS019 | Citrix 7.x office services |
| PICTS020 | Radia |
| PICTS022 | Network Management upgrade |
| PICTS025 | Rationalisation |

## 3. Management of Technology Refresh Projects

3.1 Technology Refresh summary :

(A) Technology Refresh is the name given to the set of changes to the Infrastructure, Network and Services which will be carried out by the PROVIDER as described in this Schedule 16 (Technology Refresh). These changes will be delivered through a set of Technology Refresh Projects, which collectively form the PROVIDER's Technology Refresh programme.

(B) The Technology Refresh programme will have the following strategic objectives:

(1) to support and augment the solution detailed in Schedule 3 (PROVIDER's

Solution);

(2) to implement the Technology Refresh Projects that will deliver the functionality identified in this Schedule;

(3) to implement the Technology Refresh Projects in a way that minimises (to the extent it is practical) the day to day impact to the business of Users;

(4) to implement the Technology Refresh Projects in the identified timescales, to enable the identified service and Security Risks, described in the Heatmap included at Annex A to Schedule 3 to be mitigated;

(5) to ensure the close involvement of the AUTHORITY to enable integration with any of the AUTHORITY's identified business needs; and

(6) to provide communication material to the AUTHORITY for onwards distribution to stakeholders.

3.2 Technology Refresh programme organisation

(A) The Technology Refresh Projects will be delivered under the Governance processes identified in Schedule 9 (Governance)

(1) The Technology Refresh programme will report into the Programme and Project Board.

(2) The Technology Refresh programme will have specific governance and reporting processes which will be defined in the overall Programme Initiation Document ('PID') which will be provided within 20 Working Days of the Commencement Date and agreed within a further 10 Working Days (or such other period as is reasonably agreed by the Parties).

- The Technology Refresh programme is a PROVIDER led programme and information will be provided predominately to the AUTHORITY for information rather than explicit approval. Where specific approval is required this will be highlighted in the Programme Initiation Document.

- The PROVIDER will provide project progress reporting for all of the Technology Refresh Projects in progress at the time at least monthly and will discuss and, if necessary, escalate any difficulties with AUTHORITY Dependencies (including those that involve Third Party Suppliers)

(B) The PROVIDER will provide :

(1) management of the Technology Refresh Projects, which will fall under the PROVIDER's Head of Programmes (as named in Annex C of Schedule 3) .

(2) resources used in the delivery of each Technology Refresh Project, which will be drawn from the PROVIDER's pool of technical and business consultancy resources. The PROVIDER will ensure the appropriate skills and security

clearance of the resources used.

(C) Authority Responsibilities;

The AUTHORITY will:

(1) assign an AUTHORITY owner for the Technology Refresh programme and each of the Technology Refresh Projects;

(2) assign resources into the programme governance structure which will be described in the agreed Programme Initiation Document;

(3) identify a Technology Refresh programme manager with whom the PROVIDER's Technology Refresh programme manager will liaise for planning and reporting purposes;

(4) provide resources to approve and deliver communications as detailed within the programme plan and ensuring that such Communications are disseminated to relevant AUTHORITY personnel; and

(5) support the applicable Testing and Acceptance Procedures in accordance with Schedule 21 (Testing and Acceptance).

3.3 Management of Technology Refresh Projects :

(A) Technology Refresh Projects will be managed using a PRINCE2 framework which will be set out in the Programme Initiation Document, together with the other processes and standards to be applied;

(B) As defined in the PID, the PROVIDER will be responsible for managing the Technology Refresh Projects. All Technology Refresh Projects will be run to the standards to be detailed in the agreed Project Initiation Documentation, which will include as a minimum:

(1) details of the interface to the AUTHORITY – to agree and implement appropriate review, monitoring, reporting and acceptance procedures for and throughout each Technology Refresh Project;

(2) details of any joint working with the AUTHORITY's Third Party Suppliers where this is required;

(3) details of project initiation – to develop the correct level of scope and definition of each Technology Refresh Project;

(4) planning – to develop detailed plans that take into account any identified business needs of the AUTHORITY.

3.4 Technology Refresh Risks :

(A) Technology Refresh Project Risks will be managed in accordance with Schedule 19 (Risk Management).

(B) The PROVIDER's Risk Register will contain Technology Refresh Project Risks and their mitigation plans. An initial RAID log for the Technology Refresh Projects is included at Annex D to this Schedule 16.

## 4. AUTHORITY Responsibilities

For the purposes of interpretation of the Agreement, the Authority Dependencies that are documented in the RAID log (Annex D) and the consultancy support descriptions in Annex B of this Schedule 16, and in Paragraph 3.2(C) of this Schedule shall be treated as Authority Responsibilities as if they were included in Schedule 12 (Authority's Responsibilities).

## 5. Acceptance and Payment

5.1 Acceptance Criteria for milestones associated with the individual Technology Refresh Projects are specified in the individual project descriptions contained within Annex A, together with the level of testing planned to be undertaken (drawing from the testing activities identified in Schedule 21).

5.2 Details of the Charges and payment mechanism associated with the Technology Refresh Projects and consultancy support are contained in Annex 2 of Schedule 5 (Payment Mechanism).

## 6. IT Health Checks

6.1 Where explicitly stated in the individual Technology Refresh Project descriptions in Annex A, the PROVIDER will carry out IT Health Checks. The IT Health Checks will be limited to that Hardware and/or Software updated or replaced by the Technology Refresh Projects.

6.2 In the event that the IT Health Check findings include items that the AUTHORITY Accreditor determines need to be remediated, then, subject to the following, the PROVIDER will undertake such remediation at no additional Charge to the AUTHORITY:

(A) Any changes or additions to the Platform (or any systems used to provide the Services) that are required to meet the obligations set out in Schedule 7 and that arise from any change to (or replacement of) any AUTHORITY Security policies or standards, Accreditation requirements or other ICT standards following the Commencement Date will be managed via the Change Control Procedure;

(B) In the event that the remediation required pursuant to Paragraph 6.2 requires additional investment to replace Hardware and/or Software within the Platform that (due to being End of Life or End of Support) no longer meets the Accreditation requirements, then such remediation will be subject to the Change Control Procedure.

6.3 The AUTHORITY shall remain responsible for the Accreditation and remediation of all systems and equipment that interface to the System but are outside the scope of the Services.