# PICTS Contract

# Schedule 12

# AUTHORITY's Responsibilities

**Document Info**

**Version #:** 1.0

**Date:** 14 December 2016

**Revision History**

| Version | Date | Details of Changes | Author |
|---|---|---|---|
| 0.1 | 15/11/16 | Comments by JB in relation to new contract and placeholder for tech refresh added | AUTHORITY |
| 0.2 | 16/11/16 | Revisions and updates | Sopra Steria |
| 0.3 | 24/11/16 | Acceptance of changes and response to further changes from Authority | Sopra Steria |
| 0.4 | 25/11/16 | Review at joint workshop | MoJ and Sopra Steria |
| 0.5 | 5/12/16 | Sopra Steria additions | Sopra Steria |
| 0.6 | 7/12/16 | MoJ update and Sopra Steria review and acceptance | Sopra Steria |
| 0.7 | 7/12/16 | Joint workshop update | MoJ and Sopra Steria |
| 0.8 | 12/12/16 | Final update at joint workshop | MoJ and Sopra Steria |
| 1.0 | 14/12/16 | Final version for completion | Sharpe Pritchard |

## Introduction

This Schedule contains any AUTHORITY responsibilities that are not expressly described in the text of other Schedules.

| Item | AUTHORITY's Responsibility |
|---|---|
| **1.** | Infrastructure Environment – Hardware at AUTHORITY owned Locations<br>The AUTHORITY will ensure continuity of power, physical data connections, and air cooling where present.<br>The AUTHORITY will maintain the environment to the standard specified by Schedule 15 (except at those locations where the PROVIDER is providing hosting services)<br>The AUTHORITY will report to the PROVIDER as soon as possible where these conditions are known to have been breached. |
| **2.** | Environment – Security<br>The AUTHORITY will maintain physical security to ISO27001:2005.<br>The AUTHORITY will ensure only approved Users access the Infrastructure.<br>The AUTHORITY will ensure Users do not use the System in a way that is contrary to AUTHORITY policy or that will degrade the service.<br>The AUTHORITY will report to the PROVIDER as soon as possible where these conditions are known to have been breached. |
| **3.** | Infrastructure Environment – Local Applications<br>Excepting the Local Compartment the AUTHORITY will Install only those Applications approved by the PROVIDER.<br>The AUTHORITY will operate those Applications in a way approved by the PROVIDER.<br>Even if the fact is known by the PROVIDER in advance, Installing and/or running Applications which are not approved by the PROVIDER constitutes a breach of this Agreement by the AUTHORITY.<br>The AUTHORITY will report to the PROVIDER as soon as possible where these conditions are known to have been breached. |
| **4.** | Infrastructure Environment – Privileged access<br>The AUTHORITY will allow access only by suitably experienced personnel.<br>The AUTHORITY will implement only those tasks authorised by the PROVIDER.<br>The AUTHORITY will carry out tasks in a manner consistent with the standards of experienced qualified personnel who understand the implication on the live System of incorrect or unauthorised actions.<br>The AUTHORITY will ensure such personnel do not use the System in a way that is contrary to policy or that will degrade performance of the Services.<br>The AUTHORITY will report to the PROVIDER as soon as possible where these conditions are known to have been breached. |
| **5.** | Provision of Information<br>The AUTHORITY will provide information requested by the PROVIDER whether defined in Schedules to the Agreement or not, at the time specified in plans to be agreed from time to time between the AUTHORITY and the PROVIDER. Agreement to such plans will not be unreasonably withheld by either Party.<br>Where no plan has been agreed, the AUTHORITY will use its best endeavours to respond to requests for information within a time specified by the PROVIDER. |

| Item | AUTHORITY's Responsibility |
|---|---|
| **6.** | Access by untrained Users<br>The AUTHORITY will ensure that Users who have not received the training in the use of the Hardware and Software agreed with the PROVIDER for the level of access required will only be allowed to access the System in the presence of a local expert. |
| **7.** | Joint development and agreement of jointly issued Deliverables (including jointly agreed plans, processes, templates, support agreements, reviews)<br>The AUTHORITY will work with the PROVIDER at the time specified in plans to be agreed from time to time between the AUTHORITY and the PROVIDER, in order jointly to develop and agree the content of certain Deliverables. The skill, experience and extent of time required of the AUTHORITY will form part of such plans. Agreement to such plans will not be unreasonably withheld by either Party.<br>Where no plan has been agreed, the AUTHORITY will use its best endeavours to respond to requests for activity of this type. |
| **8.** | AUTHORITY Input to PROVIDER-developed Deliverables<br>The AUTHORITY will provide to the PROVIDER, in plans to be agreed from time to time between the AUTHORITY and the PROVIDER, AUTHORITY personnel with defined skill and experience needed to carry out or to contribute to specific tasks specified by the PROVIDER. The quantity of resource and timing required of the AUTHORITY will form part of such plans. Agreement to such plans will not be unreasonably withheld by either Party.<br>Where no plan has been agreed, the AUTHORITY will use its best endeavours to respond to requests for activity of this type. |
| **9.** | AUTHORITY User Acceptance Testing of PROVIDER-developed Deliverables<br>The AUTHORITY will carry out, in plans to be agreed from time to time between the AUTHORITY and the PROVIDER, User Acceptance Testing of Deliverables submitted by the PROVIDER. The acceptance process to be adopted, and the built in response times for AUTHORITY action, will form part of such plans. Agreement to such plans will not be unreasonably withheld by either Party.<br>Where no plan has been agreed, the AUTHORITY will use its best endeavours to respond to requests for activity of this type. |
| **10.** | Provision of AUTHORITY infrastructure and locations for use by PROVIDER training<br>The AUTHORITY will permit the use of AUTHORITY infrastructure and Locations for use by the PROVIDER in the provision of its training service. This use will be in accordance with plans to be agreed from time to time between the AUTHORITY and the PROVIDER. Agreement to such plans will not be unreasonably withheld by either Party.<br>Where training courses are delivered on the AUTHORITY's Premises, the AUTHORITY shall provide suitably furnished and equipped training accommodation. This shall include the provision of: adequate lighting and power supplies; provision for projection of slides and the presentation of visual material on screen; whiteboard and flipchart; adequate supplies of writing and drawing material for participants; and refreshments or meals where applicable. |

| Item | AUTHORITY's Responsibility |
|---|---|
| **11.** | Provision of AUTHORITY personnel for training provided by the PROVIDER<br>The AUTHORITY will provide AUTHORITY personnel of the agreed skill, experience and suitability for the training courses, in accordance with plans to be agreed from time to time between the AUTHORITY and the PROVIDER. Agreement to such plans will not be unreasonably withheld by either Party. |
| **12.** | Requests by the AUTHORITY for additional services<br>When the AUTHORITY requires a new service, the plan to specify cost and develop the new service will be agreed in advance with the PROVIDER through the Change Control Procedures, including the stages, the involvement of AUTHORITY personnel and the timescales necessary. |
| **13.** | Involvement of Third Parties contracted to the AUTHORITY<br>Where the PROVIDER requires the involvement of any third parties which are contracted to the AUTHORITY, in the establishment of agreements, development of Deliverables and production of plans, the AUTHORITY will procure this at no cost to the PROVIDER (unless previously agreed otherwise) according to plans to be agreed from time to time between the AUTHORITY and the PROVIDER. Agreement to such plans will not be unreasonably withheld by either Party. |
| **14.** | Involvement of Third Parties not contracted to the AUTHORITY<br>Where the PROVIDER requires the involvement of any third parties not contracted to the AUTHORITY, but which operate as part of the Criminal Justice community, the AUTHORITY will use its best endeavours to facilitate this, according to plans to be agreed from time to time between the AUTHORITY and the PROVIDER. Agreement to such plans will not be unreasonably withheld by either Party. |
| **15.** | Addition Movement, Change or Disposal of equipment or software<br>The AUTHORITY will notify the PROVIDER by means of processes to be agreed in advance between the AUTHORITY and the PROVIDER if, without the intervention of the PROVIDER, it Installs, adds, moves, changes or disposes of Equipment or Software on its Premises, where such action could have any impact on the provision of the Services. |
| **16.** | Service across NOMS infrastructure boundaries<br>The AUTHORITY will procure that its Third Party Suppliers will cooperate with the PROVIDER in providing information (via the AUTHORITY unless otherwise agreed) about User profiles, access rights and privileges, in establishing appropriate codes of connection and joint governance arrangements. This will be at no cost to the PROVIDER unless previously agreed otherwise.<br>The AUTHORITY will procure that its Third Party Suppliers will notify the PROVIDER (via the AUTHORITY unless otherwise agreed) forthwith if, in their opinion, an event has occurred on their infrastructures which could have any impact on the provision of the Services. |
| **17.** | Management of Incidents, Problems, Issues and Risks<br>The AUTHORITY will cooperate with and provide support requested by the PROVIDER in its plans for the management of Incidents, problems, Issues and Risks. |

| Item | AUTHORITY's Responsibility |
|---|---|
| **18.** | Service Management Processes<br>Where the AUTHORITY is required to provide input to the service management system, the AUTHORITY will follow the processes agreed with the PROVIDER including the use of the Service Management Tools. |
| **19.** | Not Used |
| **20.** | Not Used |
| **21.** | NPS Resolution of Incidents<br>The NPS will be responsible for the allocation and the management of their own resources in the resolution of Incidents assigned to them. |
| **22.** | Establishment of Governance Structures<br>The AUTHORITY will establish all the Governance structures and run them in accordance with Schedule 9 (Governance). |
| **23.** | Communications Management<br>The AUTHORITY shall approve and be responsible for the issue of all communications to AUTHORITY personnel and to Users and management of other organisations that use the Services unless the PROVIDER has proposed and the AUTHORITY has agreed beforehand that the PROVIDER may issue specific communications directly. |
| **24.** | Access to Infrastructure<br>The AUTHORITY will enable access for the PROVIDER to all relevant parts of its infrastructure, including Hardware and Software systems and local and national Applications. |
| **25.** | Access to Premises<br>The AUTHORITY shall provide the PROVIDER with reasonable access to Premises, facilities, information, documents, Systems and communications facilities necessary for the purpose of delivering the Services. This includes the necessary Network access facilities and authorisation as required to deliver the Services. |
| **26.** | Health & Safety<br>The AUTHORITY shall notify the PROVIDER in writing and in a timely fashion of any rules, regulations and policies relating to the Premises, personnel and/or data safety and security, which the PROVIDER, its employees, agents and Sub-contractors are obliged to comply with whilst carrying out the Services. |
| **27.** | Hardware Maintenance<br>The AUTHORITY will not allow persons other than the PROVIDER's Staff to repair, adjust (except as provided in the operating documentation) or maintain the Hardware. This exclusion does not apply in the case of agreed decommissioning activities where the Hardware is no longer required. |

| Item | AUTHORITY's Responsibility |
|---|---|
| **28.** | Use of Hardware<br>The AUTHORITY's Users shall only use the Hardware in accordance with the manufacturer's Documentation unless instructed otherwise by the PROVIDER. |
| **29.** | Operating Supplies (Consumables)<br>Unless otherwise instructed by the PROVIDER, the AUTHORITY shall use with the Hardware only operating supplies that are in accordance with the Hardware manufacturer's specifications but not necessarily in accordance with the Hardware manufacturer's recommendations. |
| **30.** | Virus Protection<br>The AUTHORITY shall ensure that its staff are notified of the need to report any suspected IT Security Incidents to the PROVIDER.<br>The AUTHORITY shall ensure that its staff are notified of the need to ensure that the Virus protection Software on Laptops is kept up to date, by connection to the Network or by loading Virus protection Software from magnetic media. |
| **31.** | Provision of additional cabling and outlets for new and existing Premises<br>When considering the occupation of a new building, or refurbishment of an existing building, the AUTHORITY shall consult the PROVIDER about its plans and shall ensure that the PROVIDER's specification for cabling installations are communicated to the AUTHORITY's building services contractor. |
| **32.** | Service Transfer Date(s).<br>The AUTHORITY will advise the PROVIDER of the anticipated Service Transfer Date(s) as required to exit the Services in line with Schedule 14 (Exit Management). |
| **33.** | Print Services<br>The AUTHORITY shall ensure that the AUTHORITY's Print Services Supplier (or other such AUTHORITY supplier) provides and maintains Print Devices, Legacy Print Devices and TTP Print Devices where required by the PROVIDER to deliver the Services. |
| **34.** | Print Services<br>The AUTHORITY shall ensure that the AUTHORITY's Print Services Supplier completes the project to migrate the print queue management (as detailed in RFS 140733 of the Previous Contract) to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **35.** | WAN Services<br>The AUTHORITY shall ensure that the AUTHORITY's Network Services Supplier (or other such AUTHORITY supplier) provides connectivity between the National Data Centres and connectivity from the System to the AUTHORITY's infrastructure as required to deliver the Services. |

| Item | AUTHORITY's Responsibility |
|---|---|
| **36.** | Network Services<br>The AUTHORITY shall ensure that the switches identified in RFS 140431 of the Previous Contract as requiring support are added to the AUTHORITY's Network Services Supplier support contract by the Commencement Date or, if that is unachievable, that the AUTHORITY agrees to cover the support of those switches.<br>Following the PROVIDER's exit from the provision of Network Services, a small number of network switches were not in the scope of the AUTHORITY's Network Services Supplier's contract and this needs to be remediated. |
| **37.** | Remote Access Services<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for Remote Access Services to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **38.** | End User Computing Services<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for EUC services before the Service Transfer Date for the related EUC services, in order to enable the PROVIDER to exit the Services in line with Schedule 14.<br>End of Support components include Thin-client (WID) Devices, FTP Server, Wyse Device Manager and Thin-client (WID) using XP, and software management required to build and rebuild devices |
| **39.** | Network Accreditation<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for the End of Support XP workstation clients before the Service Transfer Date for the related EUC services, in order to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **40.** | Software Licences and support agreements<br>The AUTHORITY shall provide or renew, as applicable, specified Software Licences and support/maintenance agreements for the Users and for the PROVIDER's Staff, providing licence keys and approval to apply the Software Licence where applicable. This will include the purchase and provision of those Software Licences and support agreements detailed in Annex F to Schedule 3 (PROVIDER's Solution). |
| **41.** | Software Licences<br>The AUTHORITY shall inform the PROVIDER of the terms of those Software Licences which it has an obligation to provide to enable the PROVIDER to remain compliant with those terms. |
| **42.** | Retention of data<br>The AUTHORITY shall ensure that Replacement Providers provide a solution for retaining AUTHORITY data migrated from the PROVIDER on the Service Transfer Date to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |

| Item | AUTHORITY's Responsibility |
|---|---|
| **43.** | SIAM Provision<br>The AUTHORITY shall ensure that the AUTHORITY'S SIAM Supplier (or other such AUTHORITY supplier, or the AUTHORITY itself) will provide the services for co-ordinating ITIL functions across the AUTHORITY's Third Party Suppliers, including Incident Management, Major Incident management, Problem Management, Configuration Management, Change and Release Management, Request Management and Service Level Management |
| **44.** | SIAM Call Handling<br>The AUTHORITY shall ensure that the AUTHORITY'S SIAM Supplier will provide the first line call handling services for the AUTHORITY's Third Party Suppliers and will pass incidents by email, call or automated link to the PROVIDER's Service Management Tool. |
| **45.** | Novation of Third Party Supplier contract<br>The AUTHORITY will have completed the novation of the VMware contract from the PROVIDER to the AUTHORITY by the Commencement Date. In the event that this is not achieved, the AUTHORITY shall advise the PROVIDER within five (5) Working Days of the Commencement Date how to proceed with this matter. |
| **46.** | Novation of Third Party Supplier contract<br>The AUTHORITY will have completed the novation of the Transputec contract for the Clive House wireless network from the PROVIDER to the AUTHORITY by the Commencement Date. In the event that this is not achieved, the AUTHORITY shall advise the PROVIDER within five (5) Working Days of the Commencement Date how to proceed with this matter. |
| **47.** | Return of Third Party Supplier inventory<br>The AUTHORITY will instruct the PROVIDER to cease the provision of the leased line connection to the AUTHORITY's Third Party Supplier's premises (BCL) and instruct the AUTHORITY's Third Party Supplier (BCL) to return inventory to the PROVIDER by the Commencement Date. |
| **48.** | Blackberry services<br>The AUTHORITY will retain Blackberry devices returned by its staff and CRC staff to be able to provide devices for new staff or replace devices as and when required. |
| **49.** | Blackberry services<br>The AUTHORITY will ensure that the AUTHORITY's Network Services Supplier (or other such AUTHORITY supplier) provides a solution for mobile email and telephony to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **50.** | Hosting and support of nDelius Application and reporting<br>The AUTHORITY will complete the migration project for Hosting and support of the nDelius Application and reporting including interfaces, web services for weblogic and load balancing, database management and file services before the Service Transfer Date for the related services. |
| **51.** | NDC2 Decommissioning Project<br>The AUTHORITY will instruct the AUTHORITY's Network Services Supplier to terminate connections in the Data Centre (NDC2) by the date stipulated in the project plan. . |
| **52.** | BSA Services<br>The AUTHORITY shall ensure that the AUTHORITY's Hosting Supplier (or other such AUTHORITY supplier) provides a solution to host the Business Support Applications to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |

| Item | AUTHORITY's Responsibility |
|---|---|
| **53.** | Domino Hosted Applications, Email and Calendaring Services<br>The AUTHORITY shall ensure that the AUTHORITY's Hosting Supplier (or other such AUTHORITY supplier) provides a solution to host those Applications known as the Domino Hosted Applications to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **54.** | Client Applications<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution to deliver those Applications known as the Client Applications or appropriate replacements or provide instructions to decommission the same in order to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **55.** | Shared File Storage (Netapp)<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for shared file storage to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **56.** | CRC Exception Users (CRC Users retaining PICTS access)<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for services provided to CRC Exception Users to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **57.** | ViSOR physical hosting and gateway access<br>The AUTHORITY shall ensure that the AUTHORITY's Hosting Supplier (or other such AUTHORITY supplier) provides a solution for hosting the physical cage for ViSOR and the associated network gateway to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **58.** | Access to LIBRA<br>The AUTHORITY shall ensure that the AUTHORITY's Network Services Supplier (or other such AUTHORITY supplier) provides a solution for gateway access to LIBRA to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **59** | Not used |
| **60.** | Network Services<br>The AUTHORITY shall ensure that the AUTHORITY's Network Services Supplier (or other such AUTHORITY supplier) provides a tooling solution for managing the distributed LAN to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **61.** | File Services<br>The AUTHORITY shall advise the PROVIDER of the exit dates for those CRCs currently using the Services to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **62.** | UKCloud Connectivity<br>The AUTHORITY shall ensure that connectivity is maintained between National Data Centres and UKCloud with sufficient capacity to handle the Services including the upgrades to the Services resulting from the Technology Refresh Projects described in Schedule 16. |
| **63.** | Data Centre Services<br>The AUTHORITY shall ensure that the AUTHORITY's Data Centre Supplier (or other such AUTHORITY supplier) provides data centre services to replace the PROVIDER's National Data Centres to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |

| Item | AUTHORITY's Responsibility |
|---|---|
| **64.** | Directory Services<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for active directory services to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **65.** | User File Storage<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) provides a solution for User file storage to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **66.** | Desktop, Laptop & WID break fix services<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) delivers User support break fix services to resolve Incidents on the User Devices provided by the AUTHORITY to the PROVIDER. |
| **67.** | Virtual Tape Library (VTL) backup<br>The AUTHORITY shall either use the Change Control Procedures to request the PROVIDER to retain the VTL backup material for a specified period after all the Services have exited, or ensure that the appropriate Replacement Provider provides a solution to migrate and provide access to the retained data from the PROVIDER. |
| **68.** | Operational Risks<br>The AUTHORITY will accept the operational risks of using End of Life and End of Support Products until such time as the related Technology Refresh Project (if any) deploys and mitigates these risks.<br>Schedule 3 Annex E details the End of Life and End of Support Products. |
| **69.** | MINT connection to OAsys<br>The AUTHORITY shall ensure that the AUTHORITY's Network Services Supplier (or other such AUTHORITY supplier) provides a solution for MINT connection to OASys to enable the PROVIDER to exit the Services in line with Schedule 14 (Exit Management). |
| **70.** | Printer break fix services<br>The AUTHORITY shall ensure that printer break fix services are delivered to resolve Incidents on the Print Devices. |
| **71.** | Email Services<br>The AUTHORITY shall provide secure email services for the PROVIDER's Staff. |
| **72.** | Assistive Technology supplier for specialist AT support and AT software licencing<br>The AUTHORITY shall ensure that the AUTHORITY's EUC Supplier (or other such AUTHORITY supplier) delivers services for any PROVIDER's staff requiring Assistive Technology for User Devices provided by the AUTHORITY to the PROVIDER. |
| **73.** | PSN Code of Connection<br>The AUTHORITY shall maintain the PSN Code of Connection for the System. |
| **74.** | Certificate Authority<br>In order for the PROVIDER to undertake the Technology Refresh, the AUTHORITY shall provide a valid root certificate from a suitable Certificate Authority for use by the PROVIDER. |
| **75.** | AUTHORITY Data Centres<br>The AUTHORITY will provide timely advice to the PROVIDER of when AUTHORITY Data Centres are to be decommissioned to enable the PROVIDER to cease monitoring of the relevant AUTHORITY Data Centre(s) and to update the CMDB accordingly. |
| **76.** | New Services<br>The AUTHORITY will inform the PROVIDER of new services and Third Party Suppliers or changes in the scope of services to enable the PROVIDER to interact effectively to deliver the Services. |

| Item | AUTHORITY's Responsibility |
|---|---|
| **77-99** | Not Used. |
| | |
| In respect of the Technology Refresh Programme | |
| **100** | Provision of connectivity to the AUTHORITY's replacement Service Management Tool<br>If required, the AUTHORITY will enable connectivity for the PROVIDER to access the AUTHORITY's replacement Service Management Tool at a computer to computer level.<br>The PROVIDER's migration to the replacement Service Management Tool will require a computer to computer link to enable bi-directional updates for the management of Incidents and Problems. |
| **101** | Provision of Software Licences for the AUTHORITY's replacement Service Management Tool<br>If required, the AUTHORITY will provide (at no cost) Software Licences for the PROVIDER to access the AUTHORITY's replacement Service Management Tool. |
| **102** | Provision of on-boarding and training in the AUTHORITY's Service Management Tool<br>If required, the AUTHORITY will ensure that the AUTHORITY'S SIAM Supplier will provide the PROVIDER's Staff with on-boarding and appropriate training in the use of the replacement Service Management Tool. |
| **103** | Software Licences and support agreements for the Technology Refresh Projects<br>The AUTHORITY shall provide or renew, as applicable, specified Software Licences and support/maintenance agreements for the Users and for the PROVIDER's Staff, providing licence keys and approval to apply the Software Licence where applicable. This will include the purchase and provision of those Software Licences and support agreements detailed in Schedule 16 (Technology Refresh). |
| **104** | PSN Compliance<br>The AUTHORITY's Accreditor shall undertake timely reviews of design documentation from the PROVIDER to ensure that PSN compliance is maintained. |
| **105** | Acceptance of Deliverables<br>The AUTHORITY will not refuse reasonable requests from the PROVIDER to reduce response times for reviewing the PROVIDER's Deliverables associated with the Technology Refresh Projects. In order to meet the timescales set out in Schedule 16, Deliverables will need to be reviewed and responded to in timescales shorter than those specified in Schedule 21 (Testing and Acceptance). The individual Technology Refresh Project plans will detail the required timescales. |
| **106** | Accreditation of Solutions<br>The AUTHORITY will not unreasonably withhold or delay accreditation for the Technology Refresh Projects. |