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Department for Work and Pensions

Contract Change Note	CCN006
Sequential Number	GG:C1179
Title	Schedule 4 and 18 revisions for Strong Authentication
Number of pages attached	4 in total

WHEREAS the AUTHORITY entered into the Managed Services Agreement (the "Agreement"), the AUTHORITY and the CONTRACTOR now wish to amend the Agreement as follows:

IT IS AGREED that:

With effect from 6th March 2008, the Agreement shall be amended in accordance with this Contract Change Note. Save as herein amended, all other terms and conditions of the Agreement shall remain in full force and effect.

All capitalised terms in this Change Control Note are, unless the context otherwise admits, as defined in the Agreement.

1 Introduction

- 1.1 As part of Application Release 2.2 a new strong authentication service will be introduced. This new service shall be considered as a Core Government Gateway Service.
- 1.2 Schedule 4 (KPIs, Service Levels and Service Credits) and it's associated Annexes require to be updated to reflect this new service as a core Government Gateway service and also to reflect the availability measure specific to this new service.
- 1.3 Part of the strong authentication service is provided by BT who need to be added to Schedule 18 (Approved Subcontractors).

2 Contract Change

2.1 Schedule 4 – KPIs, Service Levels and Service Credits

- Section 3.4 – Incident and Problem Classification.

The Strong Authentication Service is added to the definitive list of core Gateway Functions. The table entry for a P1 will now read:

Priority Level	Impact	Definition	Environment affected
P1	Critical	The entire Gateway or a critical core Gateway Function is unavailable (the definitive list of core Gateway Functions are R&E Engine, Authentication Engine, Transaction Engine, Payments Engine and Strong Authentication Service).	Production Environment only

- Section 5 – Service Levels.

The Strong Authentication Service shall be considered part of the Production Service, however the BT service element will be subject to an accumulative SLA of 99.5% and SLA breach on the strong authentication service attributable to the BT service element shall be exempt from all service levels and associated credit regime. The table entry for Availability Management will now read:

	Service Product	Definition	Service Level
16	Availability management	<p>Availability of Gateway</p> <p>Production Service 24 x 7 (<i>excl BT Service element</i>)</p> <p>Staging Environment 24 x 7</p> <p>Reference Environment 24 x 7</p> <p>ISV Environment 24 x 7</p> <p>BT Strong Authentication Service Element 24 x 7</p> <p>Availability measurement for Service Levels only to apply during Standard Working Hours even though the system is monitored 24 x 7. This applies for every environment except Production (inc BT Service element) which applies 24 x 7</p> <p>Within any Service Level agreed downtime and any period of Clock Stop is excluded from measurement.</p> <p>SLA breach on the strong authentication service attributable to the BT service element shall be exempt from all service levels and associated credit regime.</p>	<p>99.99%</p> <p>99%</p> <p>99%</p> <p>99%</p> <p>99%</p>

2.2 Schedule 4 Annex A: Service Levels

The table entry for Availability Management will now read:

Service Elements	No.	Service Level Component	Details	Service Credits Applied (Y/N)	Service Credit Category	Measurement Period	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score	
D. Availability Management	D1	Availability of Gateway	Production Service (excl BT) 24 x 7 (99.99%) BT Strong Authentication (99.95%) Staging Environment 24 x 7 (99%) Reference Environment 24 x 7 (99%) ISV Environment 24 x 7 (99%) <i>Note : Availability measurement for Service Levels only to apply during Standard Working Hours even though the system is monitored 24 x 7. This applies for every environment except Production which applies 24 x 7. Within any Service Level agreed downtime and any period of Clock Stop is excluded from measurement.</i> SLA breach on the strong authentication service attributable to the BT service element shall be exempt from all service levels and associated credit regime.	Y	A	Monthly						15
							All 5 percentage targets met	5	3	15		
							All targets except BT met	4	3			
							All targets except Staging, Reference or ISV met	3	3			
							BT and Staging, Reference or ISV not met	2	3			
Production not met	0	3										

2.3 Schedule 18 – Approved Subcontractors

The approved subcontractor table will have the following entry added:

Approved Subcontractor	Nature of Service
British Telecommunications plc 81 Newgate Street London EC1A 7AJ	Strong Authentication Service

Signed for and on behalf of the CONTRACTOR

By

Name

Title

Date

Signed for and on behalf of the AUTHORITY

By

Name

Title

Date