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Department for Work and Pensions

Contract Change Note	CCN018
Sequential Number	GG:C1845
Title	Schedule 4 EAS SLA Changes Schedule 18 include Thales
Number of pages attached	3 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 17th September 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 Schedule 4 (KPIs, Service Levels and Service Credits) and it’s associated Annexes require to be updated to reflect the SLA for EAS as stated within the EAS proposal and supported by the contract and contract schedules with Thales.
- 1.2 Part of EAS is provided by Thales who need to be added to Schedule 18 (Approved Subcontractors).

2 Contract Change

2.1 Schedule 4 – KPIs, Service Levels and Service Credits

- Section 4 – Service Hours.

The following entries will be added:

Service	Service Hours		
	10 * 5	16 * 7	24 * 7
Safesign Authentication Server (SSAS)			*
Safesign Crypto Module			*
Safesign Management Server (SSMS)	*		

- Section 5 – Service Levels.

The following entries will be added:

	Service Product	Definition	Service Level
16a	Employee Authentication Service Availability management	Availability of EAS: User Authentication Service Registration Authority System * Attribute Storage Service <i>* Service Availability target of 80% overall and 95% during Standard Working Day</i>	 99.99% 95% * 99.99%

2.2 Schedule 4 Annex A: Service Levels

A new table entry for EAS Availability will be included as follows:

SCHEDULE 4 ANNEX A: Service Levels

Service Elements	No.	Service Level Component	Details	Credits Applied (Y/N)	Service Credit Category	Measurement Period	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score
D. Availability Management	D2	Availability of EAS	User Authentication Service (99.99%) Registration Authority System (see Note *) Attribute Storage Service (99.99%) <i>* Note: Service Availability target of 80% overall and 95% during Standard Working Day</i>	N	N/A	Monthly					

2.3 Schedule 18 – Approved Subcontractors

The approved subcontractor table will have the following entry added:

Approved Subcontractor	Nature of Service
Thales e-Security Ltd Meadow View House Crendon Industrial Estate Long Crendon Aylesbury Buckinghamshire HP18 9EQ	Employee 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