

~Handling of "Operation and Maintenance Implementation Plan" (Standardization)~**■ Overview/Introduction/Preface**

This "Operation and Maintenance Implementation Plan" is an implementation plan for operation and maintenance of the SDEM Practical Standard (Operations and Maintenance: ITSMOP). Based on the standard services of AMO and ITO this document is prepared prior to the start of operations and maintenance and is reviewed periodically.

The schedule for the operation management plan, details of the management index, and an organizational chart with the name of the individual should be prepared as a separate sheet.

SDEM Practical Standard (Operations and Maintenance: ITSMOP)	
Operation and Maintenance Work System V3	
Operation Scenario Utilization Handbook	
Operational Scenario Utilization Guide	
Operation and Maintenance Introduction Procedure Guide	
Operation Review Procedure Guide	
Operation and Maintenance Design Document Writing Guide	
Operation and Maintenance Work Items	Asset Management Introduction Section
Operational Maintenance Standard Set	Summary Scenario Detailed Scenario
Sample Documents	Operation and Maintenance Summary Operation and Maintenance Design Document Operation Operation and Maintenance Implementation Plan
Tools/Know-how	Simplified Operation Diagnosis Sheet Know-how List

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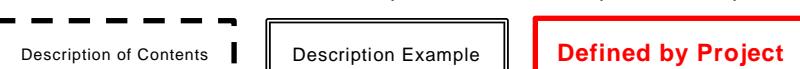
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Change the strings enclosed in <>, such as <Customer Name> <Customer System Name> to match the Condition on the system where it is applicable. This document is compliant with the standard services so use and consider the following guidelines to customize or tailor the content as per customer requirements (Postscript, Revision, etc.).

Contents	<ul style="list-style-type: none"> "Description of Contents" and "Description Example" are specified for each chapter. In describing a content in another document, check the "Follow document described on the right" and put the document name. If it will be described in the implementation plan, put a check mark in "As follows" item and describe the contents. "Description of Contents" is represented by a square with dotted line and "Description Example" by a square with double line. As for cases needed to be defined by each task, it is represented by a red square. 
Attachment	<ul style="list-style-type: none"> This is a collection of samples with "Sample x.x.x" in the description examples. Tailor it according to the requirements of each task.
Template	<ul style="list-style-type: none"> This is a template for the operation and maintenance implementation plan. The tailoring guidelines for the template are as follows: <ul style="list-style-type: none"> Do not delete the items specified in the template (planning element). Write "Not applicable" for items that do not apply. If you need additional items (planning element), add them after each chapter.

Revision History

[Special Instructions]

- The information contained in this manual is subject to change without notice.
- Do not reprint this manual without permission.

.Request

Please delete the pages from the first page to the revision history when presenting them to the customer.

<Customer Name> <System Name>
System Operation and Maintenance Services

**Operation and Maintenance
Implementation Plan
(Internal Edition)**

○○ **Edition**

Issue Date: 20 xx/xx/xx

			Fujitsu Limited		
			Approved by	Reviewed by	Created by
			Service Manager ○○○○ 20xx/xx/xx	Service Delivery Manager ○○○○ 20xx/xx/xx	Creator Name ○○○○ 20xx/xx/xx

Revision History

[This revision history will not be updated for any revisions in the attached documents.]

Revision number	Revised On	Description	Modified By	Revised Items
1.0	20 xx/xx/xx	First Edition Creation	○○○○	-

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◆◇ Introduction ◆◇

In providing operation maintenance service (hereafter referred as "Service") related to <Customer System Name> of <Customer Name> (hereafter referred as "Client"), this document specifies the detailed operation and maintenance rules between the Client and Fujitsu Co.,Ltd. (hereafter referred as Fujitsu) in order to ensure stable operation, maintenance and improvement of reliability and efficient operation of the system.

Precaution

- In this manual, honorific expressions are omitted for simplification.
- If your company and our company agree to the contents of this document, we will sign it and keep it until the contract expires.
- This document may not be disclosed to any third party without permission, nor may it be leaked, copied or reproduced without permission.
- The contents of the service listed in this document can be changed with mutual agreement and necessary approvals between 'your company' and 'our company' within scope of the contract. The Plan shall also be reviewed from time to time at appropriate milestones and revised to reflect the latest requirements and agreements. If there is any change in the contents of the contract, the contract shall be promptly changed in accordance with the prescribed procedures and it will be reflected in this document.

<Example of timing for revision of the operation and maintenance implementation plan>

This plan shall be revised in the following occasions:

- ① Review of the plan involving the quotation and/ or contractual agreements
 - In case the following occurs, along with the progress of operation /maintenance service:
 - Change in Scope (Requirement/ Specifications)
 - If significant changes have to be made in the baseline service.
 - ② Review of the plan not involving the quotation and/ or contractual agreements
 - When there is change in description details along with the progress of operation/maintenance service.
- As the operation / maintenance work progresses, when there are changes in the mentioned service. Although 「your company」 is described in the explanation because of the relationship with our company's service, the maintenance and operation contents of your company are not included in this document

Handling of Personal Information

- The information in this document will be used only for the operation of this service for your company, and will not be used for purposes other than the intended purpose.
- Our company will not provide personal information to a third party unless permitted by law. Further personal information may be entrusted to a third party when providing this service. Appropriate management is obligatory for entrusted parties by contract.
- If your company would like to make inquiries or correction to the contents of this document, please contact the sales representative in-charge of this document.

◆◇ Definition of Terms ◆◇

The abbreviations shown in the table below are used in this manual for each product name and term.

formal name	abbreviated name
Application Managed Services	AMS
Service Manager	SM
Service Delivery Manager	SDM
Fujitsu Service Center (Fujitsu Service Center)	FSC or Fujitsu SC

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1. Operational Management

1.1. Operation Report

In order to share the operation and maintenance status with the customer, the operational status of the system is reported periodically. The operation report of the service are determined below.

1.1.1. Summary

(1) Aggregation, Analysis and Evaluation of Operation Status

- The operation status is aggregated based on the service management tool and analyzed and evaluated by our company.

(2) Report Creation and Report

- Our company will prepare a report based on the analysis and evaluation results and report it to the customer.

(3) Confirmation of Report Results

- The customer will check the report result and contact our company if there is no problem.

1.1.2. Types of Operation Reports

Same as "Standard Service Edition 6.1. Type and Purpose of the Meeting".

1.1.3. Report Format

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	月次報告書
<input type="checkbox"/> As follows		

※The format uses the list report format as standard.

1.1.4. Operational Report Scenario

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_UK02（運用報告） 詳細シナリオ（標準サービス）： SS_UK02_01_01（運用報告(年次・月次)）
<input type="checkbox"/> As follows		

1.2. Service Level Management

In order to evaluate operation and maintenance, service levels are quantified and target values are set, and after monitoring the actual values, evaluation and improvement are performed.

The service level managements of the service are described below.

1.2.1. Summary (Monthly)

(1) Analyzing and evaluating service levels, and considering improvements

- Based on the service level performance of the service management tool, our company will analyze and evaluate.
- Based on the analysis and evaluation, our company will examine the improvement.

(2) Report on improvement proposals

- Our company will report the improvement proposals to the customer.

(3) Confirmation of improvement proposals

- The customer will check the improvement proposals and contact our company if the improvement is necessary.

1.2.2. Summary (Annual)

(1) Conduct customer satisfaction surveys

- Ask the customer for a customer satisfaction survey, and the customer will send the response to our company.
- Our company will confirm the results of the customer satisfaction survey.
- After that, follow the same procedure as "1.2.1 Summary (Monthly)"

1.2.3. Service Level Management Scenarios

■ Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_UK01（サービスレベル管理） 詳細シナリオ（標準サービス）： SS_UK01_01_01（サービスレベル管理(年次)） SS_UK01_02_01（サービスレベル管理(月次)）
<input type="checkbox"/> As follows		

1.3. Personnel Management

Personnel management shall be implemented to establish and maintain the structure necessary for the execution of operations and maintenance.

The personnel management of the service are described below.

1.3.1. Summary

- Consider the increase or decrease of personnel based on "Standard Service Edition 6.1. Operation Management Plan".
- In the case of an increase in personnel, procedures shall be carried out based on the rules of "1.3.3. Personnel Participation" as necessary.
- In the case of personnel reduction, procedures shall be carried out based on the rules of "1.3.4. Personnel Disengagement" as necessary.
- In the case of personnel increase, personnel should be recruited after clarifying personnel skill requirements.
- If the increase of personnel is for new engagement, or if there is a change in the operation and maintenance rules, a personnel development plan stipulated in the "1.3.5. Personnel Development" shall be prepared and developed as necessary.

1.3.2. Personnel List

Defined by Project

List the members engaged in the service. In this case, there should be no discrepancy between "Standard Services Edition 4.1. Contact Method" and the associated telephone number, mail address, etc.

■ Follow document described on the right	Name of Document:	従事者台帳
<input type="checkbox"/> As follows		

1.3.3. Personnel Participation

When new team personnel participate, after completing the necessary procedures, they are formally introduced to the project team.

(1) Personnel Participation Process

The following process will be followed when new personnel participate.

① Fujitsu (Japan) (Including Partners)

Service Manager/Service Delivery Manager participation:

- Fujitsu (Japan) will notify GDC and customer.

L2/L3 Leaders participation:

- Fujitsu (Japan) notifies the GDC through the service delivery manager.
 - Customer notification is not required.

L2/L3 resolver and L3 team leader participation:

- Fujitsu (Japan) notifies GDC through the service delivery manager.
 - Customer notification is not required.

② GDC

Service Delivery Manager participation:

- GDC notifies Fujitsu (Japan).
 - Fujitsu (Japan) will notify the customer.

L2/L3 Leaders participation:

- GDC notifies Fujitsu (Japan) via the Service Delivery Manager.
 - Notify the GDC via the service delivery manager for other vendors.
 - Customer notification is not required.

L2/L3 Resolver and L3 Team Leader participation:

- The GDC notifies Fujitsu (Japan) via the Service Delivery Manager.
 - Notify GDC via the service delivery manager for other vendors.
 - Customer notification is not required.

(2) Personnel Participation Checklist

- Check the procedure omission for personnel participation using a checklist.

■ Follow document described on the right		Name of Document:	JGG_リソースオンボーディングチェックリスト
<input type="checkbox"/> As follows			

1.3.4. Personnel Disengagement

GDC will report at least three months in advance if personnel are scheduled to disengage.

(1) Personnel Disengagement Process

Follow the process below when personnel are disengaging.

① Fujitsu (Japan) (Including Partners)

Service Manager/Service Delivery Manager diengagement:

- Fujitsu (Japan) will notify GDC and Customer.

L2/L3 Leader diengagement:

- Fujitsu (Japan) notifies the GDC through the service delivery manager.
- Customer notification is not required.

L2/L3 Resolver and L3 Team Leader diengagement:

- Fujitsu (Japan) notifies the GDC through the service delivery manager.
- Customer notification is not required.

② GDC

Service Delivery Manager diengagement:

- GDC notifies Fujitsu (Japan).
- Fujitsu (Japan) will notify the customer.

L2/L3 Leader diengagement:

- The GDC notifies Fujitsu (Japan) via the Service Delivery Manager.
- Notify the GDC via the service delivery manager for other vendors.
- Customer notification is not required.

L2/L3 Resolver and L3 Team Leader diengagement:

- The GDC notifies Fujitsu (Japan) via the Service Delivery Manager.
- Notify the GDC via the service delivery manager for other vendors.
- Customer notification is not required.

(2) Personnel Disengagement Checklist

Describe whether there are any omissions in the procedure of the personnel disengagement using the checklist.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: JGG_リソースリリースチェックリスト
<input type="checkbox"/> As follows	

1.3.5. Personnel Development

Defined by Project

Describe the required personnel skills in personnel development. In addition, to implement personnel skills after the development plan is made, and evaluate personnel proficiency.

(1) Personnel Skills Requirements

- | Describe the personnel skill requirement.
- | Describe not only the technical skills, but also the basic operations and customer-specific operational process rules.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 要員スキル評価・改善計画
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- | |
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| <input type="checkbox"/> As follows |
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(2) Personnel Development Plan

- | |
|---|
| Describe the training and KT items needed for personnel development. |
| Practice not only the technical skills, but also basic operations and customer-specific operational process rules. |
| The basic skills that are required for operations and maintenance (How to take phone calls, how to write emails, etc.) will be acquired through company standard education. |
| The customer-specific skills are acquired through KT imparted by the existing members. |
| The trainings and KT should not affect the normal service operations. (Attending classes outside of service hours, etc.) |

■ Follow document described on the right	Name of Document:	JGG_トレーニング計画
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| <input type="checkbox"/> As follows |
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(3) Personnel Proficiency Evaluation

- | |
|--|
| Describe the proficiency evaluation method of personnel skills. |
| Evaluate not only the technical skills, but also basic operations and customerspecific operational process and rule proficiency. |
| Evaluate skills based on education results and tests. |

■ Follow document described on the right	Name of Document:	候補評価テンプレート JGG_評価_スコア
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| <input type="checkbox"/> As follows |
|-------------------------------------|

1.3.6. Personnel Leave Management

Describe the plan for personnel leave in order to prevent staff shortages and associated inadequacies.

(1) Personnel Leave Plan

- | |
|--|
| Describe the leave plan to prevent staff shortages and associated inadequacies due to sudden leave of personnel. |
|--|

■ Follow document described on the right	Name of Document:	SAP AMS タイムシート
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- | |
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| <input type="checkbox"/> As follows |
|-------------------------------------|

1.4. Incident Management

In order to prevent omission of incident response such as inquiry response and failure response, management of in-charge assignments, priorities, delivery dates, progress, and processes are conducted for closing. The incident management of the service are determined below.

1.4.1. Summary

(1) Confirmation of Content Registration of Service Management Tool

- Confirm the contents described in the Service Management Tool. In case of any unclear points, confirm and consult with the registration source and change the description content of the service management tool as necessary.

(2) Confirmation of deadline compliance

- Confirm if the deadline has been met, if not, consider the cause and countermeasures, and our company will request the customer to re-adjust the deadline.

(3) Confirmation of deadline re-adjustment

- The customer will check the deadline re-adjustment request and will contact our company if there is no problem.

1.4.2. Incident Management Ledger

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

The Incident Management Ledger uses a service management tool.

1.4.3. Incident Management Scenario

<input type="checkbox"/> Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_UK03（問い合わせ・障害・依頼作業/各種調査・改修・改良/変更・リリース/問題管理） 詳細シナリオ（標準サービス）： SS_UK03_01_01（問い合わせ・障害・依頼作業/各種調査・改修・改良管理）
□ As follows	

1.5. Problem Management

In order to manage the continuous problem response after the failure response's temporary solution, manage in-charge assignments, priorities, delivery dates, progress, and processes for closing (root cause analysis - permanent response)

The problem management of the service are determined below.

1.5.1. Summary

Defined at "1.4.1. Summary".

1.5.2. Problem Management Ledger

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

The problem management ledger uses a service management tool.

1.5.3. Problem Management Scenario

<input type="checkbox"/> Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_UK03（問い合わせ・障害・依頼作業/各種調査・改修・改良/変更・リリース/問題管理） 詳細シナリオ（標準サービス）： SS_UK03_01_01（問い合わせ・障害・依頼作業/各種調査・改修・改良管理）
□ As follows	

1.6. Change Management

In order to prevent the omissions of response to changes/releases, the incidents and enhancements that involve tasks with system changes, such as implementation decisions regarding the changes, change plans, and work status according to the plan will be managed.

The change management of the service are determined below.

1.6.1. Summary

(1) Confirmation of Release

- Check for unauthorized releases by using the service management tools.
- Check for omissions and problems after the release when implementing the release.
- In case the customer conducts an asset management, check that the asset is being returned. (Not required if the asset management is conducted in Fujitsu)
- Check that the deadlines are met.

In case there is a problem in the above confirmation, our company will review and will report the cause and will propose countermeasures.

(2) Confirmation of Reports and Countermeasures

- The customer confirms the report and the countermeasure plan and will contact our company if there is no problem.

1.6.2. Change Management Ledger

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

The Change Management Ledger uses a service management tool.

1.6.3. Change Management Scenario

■ Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_UK03（問い合わせ・障害・依頼作業/各種調査・改修・改良/変更・リリース/問題管理） 詳細シナリオ（標準サービス）： SS_UK03_02_01（変更・リリース管理）
<input type="checkbox"/> As follows	

1.7. Enhancement Management

In order to avoid overlooking of enhancement response for "various investigation", "(small scale) modification", "(small scale) improvement", "(large scale) modification/improvement", responses of assignments, delivery dates, progress, and processes are being managed. The enhancement management of the service are determined below.

1.7.1. Summary

Defined at "1.4.1. Summary".

1.7.2. Enhancement Management Ledger

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

The enhancement management ledger uses the service management tool.

1.7.3. Enhancement Management Procedure

■ Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_UK03（問い合わせ・障害・依頼作業/各種調査・改修・改良/変更・リリース/問題管理） 詳細シナリオ（標準サービス）： SS_UK03_01_01（問い合わせ・障害・依頼作業/各種調査・改修・改良管理）
<input type="checkbox"/> As Follows	

1.8. Issue Management

Manage issues in operation / maintenance services in order to prevent omissions in dealing with issues that occur during daily operation / maintenance.

Issue management in this service is defined below.

【Definition of Issues】

The difference between risks and issues are as follows.

- Risk : Uncertain events that may occur in the future
- Issue : Tasks that should be implemented to resolve an event that has already occurred or events that are known to occur with certainty (prolonged tasks, etc.).

※Risks are defined in "2.6 Risk Management".

1.8.1. Summary

(1) Confirmation of Issue

- Our company will check the issue management ledger, and if there is any unclear points, interview of source of the issue and update the management ledger.

(2) Confirmation of deadline compliance/responses

- Check whether the deadline has been complied, also check the response has been overlooked. If not, determine the cause and countermeasures, and our company will request the customer to re-adjust the deadline.

(3) Confirmation of deadline re-adjustment

- The customer will check the re-adjustment of deadline and will contact us if there is no problem.

1.8.2. Issue Management Ledger

This is determined at the "Standard Service Edition 3.3.9. Issue Response (3) Issue Management Ledger".

1.8.3. Issue Management Scenario

■ Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_UK04（課題管理） 詳細シナリオ（標準サービス）： SS_JS04_01_01（課題管理）
<input type="checkbox"/> As follows		

1.9. Internal Issue Management

Managing the operations/maintenance service in the issue in order to avoid overlooking in dealing with the issues that occurs in daily implementation of operations/maintenance.

The internal issue management of the service are determined below.

This chapter covers issues that are only addressed internally. Follow "2.1. Issue Management" for issues shared with customers.

1.9.1. Summary

(1) Confirmation of Issue

- Confirm the issue at the internal task management tool, conduct a hearing based on the issue occurrence if there are unclear points and update the issue.

(2) Confirmation of Deadline Compliance

- Confirm if the limit can proceed to the compliance. If it cannot proceed consider the cause and measures and conduct a re-adjustment to the deadline internally .

1.9.2. Service Management Tools Operation Manual

■ Follow document described on the right	Name of Document:	TfSnow 利用者向け操作手順書 9.6.プライベートタスク（チケット以外のタスク、課題、リスク）の起票・更新・クローズ
<input type="checkbox"/> As follows		

1.9.3. Issue Management Scenario

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

Defined by Project

1.10. Capacity Management

Defined by Project

This section should be deleted in case the capacity management has not been implemented in the project.

In order to avoid obstacles caused by capacity, analyze/evaluate the capacity (resource usage) situation and propose improvements.

The capacity management of the service are determined below.

1.10.1. Summary

(1) Collection of Capacity Information and Analysis/Evaluation

- Our company will collect the capacity information and conduct analysis/evaluation.
- Report the analysis/evaluation result to the customer.

1.10.2. Capacity Management Item

■ Follow document described on the right	Name of Document: キャパシティ管理項目一覧
<input type="checkbox"/> As follows	

1.10.3. Capacity Management Scenario

■ Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_UK07（キャパシティ管理） 詳細シナリオ（標準サービス）： SS_UK08_01_01（キャパシティ管理）
<input type="checkbox"/> As follows	

If there are changes in the resources, it will be handled on the requested work (non-routine).

1.11. Dissemination of Information

Defined by Project

Clarify the information, person in charge, timing, and method to be disseminated so that information such as decisions and precautions is surely disseminated to all operation and maintenance members.

The dissemination of information of the service is determined below to distribute the necessary information, such as decisions and precautions, to all operation and maintenance members.

1.11.1. Summary

- If there is information to be disseminated, disseminate the information based on the established rules.

1.11.2. Disseminated information/Person in Charge/Timing

<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input checked="" type="checkbox"/> As follows		
Information to be disseminated	Person in charge to disseminate	Dissemination Timing
Information regarding the project operation (Disseminated tasks in relation to project plan document modification & operation rule modification)	Service Manager or the Service Delivery Manager	As necessary
Information regarding the Functional and Non-Functional Requirements (Disseminated tasks in relation to requirement and modification definition documents)	L3 Leader or L3 Subleader	As necessary
Information regarding the application development, infrastructure and operation/maintenance including transfer (Disseminated tasks in relation to design document modification and various incidents)	Service Manager Service Delivery Manager L2 Leader, L3 Leader/ Subleader	As necessary
Information regarding the development standards (Disseminated tasks in relation to design standards/development standards/development tool usage method)	Service Delivery Manager L2 Leader, L3 Leader/ Subleader	As necessary
Other dissemination tasks (Excluding the tasks included above) (Disseminated tasks in relation to minutes and problem points/issues)	Service Manager Service Delivery Manager L2 Leader, L3 Leader/ Subleader	As necessary

1.11.3. Dissemination of Information

- Clarify the dissemination method and the mechanism for confirming well-known (tools to be used, etc.).
- Establish either Microsoft Teams or Skype for Business as a tool in standard. In that case, participants are determined so that the internal information will not be overlooked externally (customers, other companies, etc.).

<input type="checkbox"/> Follow document	Name of
--	---------

described on the right	Document:
■ As follows	

- The person in charge for dissemination will use the Microsoft Teams to disseminate the information to the project stakeholders.
- The person in charge of dissemination shall confirm that the recipient has received the information.

1.12. Internal Improvement Activities

Defined by Project

Analyzing the daily operation and maintenance tasks or extracting the operational improvements from issue management content and making proposals to provide a better operation and maintenance service to the customer.

The internal improvement activities of the service are determined below.

1.12.1. Summary

The flow of operations improvement is described.

- From the analysis results of the tasks or the issue management, find out what can be improved.
- Based on the findings, the customer or Fujitsu will discuss and will summarize the operations improvement implementation plan.
- The operations improvement implementation plan will be submitted to the customer and will acknowledge it.
- Once acknowledged by the customer, operations improvement will be executed based on the operations improvement implementation plan.

1.12.2. Service Improvement Plan (SIP)

As a basic requirement of SIP, Service Manager should confirm that the following processes are implemented in Fujitsu (Japan) and GDC.

- Where improvements should be made throughout the project lifecycle is considered and proposed.
- Plan service improvements based on the Service Improvement Plan (SIP).
- Confirm that the defined CSI measures are implemented as scheduled.
- Review and report on potential benefits.
- Analyze service improvement results and report benefits.

(1) Objective

The purpose of service improvement is to realize better service provision by carrying out improvement activities suitable for operation and maintenance services.

Triggers for CSI include, but are not limited to, the followings.

- Daily challenges and recurring problems
- SLA violations and incidents
- Improving the quality of the solution delivered

- Improvements in work planning and monitoring
- Reorganize and automate processes
- Improve customer satisfaction
- Innovation or productivity improvement
- Tools and software issues
- Trend analysis for changes and releases

(2) Plan Creation Timing

- Quarterly
- SIP considered based on triggers of (1)

(3) Roles and Responsibilities

Role	Responsibility Content
L3 Leader	<ul style="list-style-type: none">• Formulate and create SIPs.• Monitor the status of measures implemented based on SIP and confirm that they have been completed as scheduled.• Obtain approval after SIP implementation.• The effects of implemented SIPs are analyzed and reported.• Keep SIP records for future reference.
Operation and Maintenance Team Members	<ul style="list-style-type: none">• Participate in the service improvement meeting.• Complete the work of the person in charge.
Service Delivery Manager	<ul style="list-style-type: none">• Join the Service Improvement Meeting.• Review the Operation and Maintenance Level Activities.• Review Plans for Corrective Measures, Preventive Measures and Service Improvement Measures.

(4) Confirmation of Verification and Validation

- Consider where to improve services and create SIPs.
- Customer acknowledges performance of implemented SIPs.
- Share SIP completion reports with stakeholders.
- Internal quality audits are performed periodically to verify process compliance.

(5) Measurement

- Man-hours required for service improvement activities
 - Effectiveness of service improvement activities
 - Whether or not improvements are cost-justified
-

(6) Completion Process

Service improvement points are monitored until completion of implementation based on SIP.

#	Work	Contents	Responsible Person	Input	Output
1	SIP (Service Improvement Plan) Creation	The operation and maintenance team creates a SIP based on issues and monthly reports.	L3 Leader	- Problem Report - Issue List - Monthly Report	SIP (draft)
2	Discuss SIP internally	The service delivery manager internally reviews SIP (draft).	Service Delivery Manager	SIP (draft)	SIP (draft)

#	Work	Contents	Responsible Person	Input	Output
1	Propose SIP to the client.	The service manager will propose SIP to the customer.	Service Manager	SIP (draft)	Customer Approved SIPs

#	Work	Contents	Responsible Person	Input	Output
1	Follow up on progress	The service manager looks at the progress to make sure there are no problems.	Service Manager	Measures progress sheet	Measures progress sheet (Updated)

サービス改善計画.xlsx

1.12.3. Root Cause Analysis (RCA)

(1) Objectives

The Root Cause Analysis (RCA) objectives are to develop various triggers for RCA and propose solutions to eliminate or reduce the recurrence of defects. The basic principles of root cause analysis are determined below.

- Identify the defects that need to be analyzed (internal defects/defects reported by customers), problems, and SLA violations.
- The trigger would not be limited as follows:

- Defect Recurrence/Problem
- Increased Productivity
- Customer Escalation/Feedback
- Project-related problems that have a significant impact on the project
- SLA Violations
- Identify and record the cause of problems and defects. Based on the analysis of "5 Why", the leading causes of major defects will be identified and consolidated.
- Define and implement preventive defect measures. Also, confirm the actions that are implemented as planned and verify their effectiveness.
- Confirm the implemented RCA and share the achievements (results and improvement measures) with all concerned.

(2) Target Scope

This manual applies to all project that is being implemented by JGG Services.

(3) Start Up Preparation

In the case the following occurred, consider the process improvement measures.

- In case there are SLA Violations that affect the project or company goals
- If the client satisfaction index is low/ escalation from the client
- If there is a lot of fluctuation during quality analysis
- If there are project-related issues that been significant that will impact the project
- Deflection in the Metric Target
- If there is a defect found in the test or review
- If it is stated in the monthly report

(4) Procedures

- Start the root cause analysis.
- Implement the data analysis.
- Analyze the "5 Why" with all concerned.
- Analyze the influence of the solution when being implemented.
- Collect the countermeasures and implement the solution.
- Evaluate the availability of implemented measures.

#	Cases	Details	Responsible Person	Input	Output
1	Root Cause Analysis (RCA) Implementation	The Operation/Maintenance team will implement RCA.	L3 Team Leader/ L3 Leader	-Problem Report -Problem List -Monthly Report	Root Cause Analysis Report (Draft)
2	RCA Discussion In the Internal Meeting	The L3 Leader will discuss about the service delivery manager about RCA Report Draft	L3 Leader/ L3 Team Leader	Root Cause Analysis Report (Draft)	Root Cause Analysis Report (Draft)
3	Proposal of RCA Result to	The Service Delivery Manager will propose	Service Delivery Manager	Root Cause Analysis Report (Draft)	Root Cause Analysis

	Client (As needed)	the RCA Result to the client.			Report (Approved Ver)
4	Prevention/ Modify Tracking Point	L3 Leader/L3 Team Leader will check status of the task.	L3 Team Leader L3 Leader	Prevention Measures & Correction Measures Progress Status Sheet	Prevention Measures & Correction Measures Progress Status Sheet (Latest Ver)
5	Evaluate the RCA Effectiveness	The L3 Team Leader/L3 Leader will monitor the business and evaluate the RCA Availability.	L3 Team Leader/L3 Leader	Prevention Measures & Correction Measures Progress Status Sheet	Prevention Measures & Correction Measures Progress Status Sheet (Latest Ver)

根本原因分析.xlsx

根本原因分析.docx

(5) Completion Process

- In case the preventive measures and corrective measures have been completed

Reference Document:

Root cause analysis for SQL stop service job abended on HBA00003 server

Timeline:

- RIM team received 1. Nimsoft alert for P_MWDZ project SQL service stop job abended [Wednesday, Oct 14th 2020, 05:44:00 AM JST]
- [Wednesday, Oct 14th 2020, 02:17:32 AM JST]: RIM team raised P1 incident ticket #INC0764164 for that alert.
- [Wednesday, Oct 14th 2020, 06:57:00 AM JST] RIM team notified to NST via service desk team

The screenshot shows a service desk interface with a timeline of events. The top part displays a summary of the incident, including the project (P_MWDZ), service (SQL service), and job (stop job abended) affected. Below this, a detailed timeline shows the following sequence of events:

- Received Nimsoft alert for P_MWDZ project SQL service stop job abended on Wednesday, Oct 14th 2020, 05:44:00 AM JST.
- RIM team raised P1 incident ticket #INC0764164 for that alert on the same day at 02:17:32 AM JST.
- RIM team notified to NST via service desk team on the same day at 06:57:00 AM JST.

The interface includes fields for incident details such as category (Nimsoft), priority (High), and assignment group (RIM_Role_001). It also shows a history of changes and a comment section with a message from the RIM team.

[Wednesday, Oct 14th 2020, 06:27:00 AM JST] As a recovery process RIM team restarted the Service stop job manually and it's completed successfully at 06:30:44 am JST.

The screenshot shows the System Walker interface with a tree view of tasks on the left and a grid view of scheduled and running jobs on the right. A specific job, 'ERP_PRD_SQLStop', is highlighted with a red box. The status bar at the bottom indicates the job completed successfully at 06:30:44.

[Wednesday, Oct 14th 2020, 11:18:00 AM JST] Prepared and sent workaround/Evidence to NST.

- ❖ **Issue :-**
ERP_PRD_SQLStop (SQL service stop job on HBA00001 server) system walker job abended.
Manual recovery to be performed.
- ❖ **Direct Cause:-**
At the time of System walker job starts HBA00001 server was in offline. Due to this system walker job couldn't connect to server and job abended.

❖ **Root Cause:-**

RIM team raised one Service request to FAPL team to decrease the OS size memory (**CR_CHG0034335**) on HBA00001 server (Time period 04:30 -05:30 SGT/ 05:30 -06:30 JST) FAPL team performed the task as per the scheduled time.

OS memory reduction was the activity performed first time by RIM team.
Earlier during Memory increase server reboot not required, whereas for reduction it's mandatory to reboot the server.
RIM team missed to confirm all stop services jobs will get completion before informing timeline for memory reduction to FAPL team.
-Time of server reboot (**5:40 am JST**) by FAPL team the job "**ERP_PRD_SQLStop**" was still running.



And those jobs couldn't connect to HBA0001 server & got abended.

Temporary solution:-

As a temporary solution RIM team confirmed that HBA00001 server is up and restarted the ERP_PRD_SQLStop job manually and job completed successfully

Permanent solution:-

- RIM team will send the FAPL SR at time period to schedule at maintenance time after confirming all stop services jobs completed. This to be scheduled at 06:00 am JST to 06:30 Am JST.
- RIM team proposed a new guidance manual to cover all necessary steps on memory activity.
- PO-Aman to conduct refresh training to cover all required aspects of Guidance manual with team.

*****END OF DOCUMENT*****

1.12.4. Operation Improvement Scenario

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

1.13. Process Management

Defined by Project

- | Determine the necessity of implementing process management in the project, and if not, delete this chapter.
- | Internal reporting is required for implementation, and the necessity of reporting to the customer is discussed with the customer in advance.

Implement process management to ensure compliance with the processes established for each task.

The process management of the service are determined below.

1.13.1. Summary

- Our company will analyze the tasks extracted by sampling and confirm whether the process is being followed.
- Our company will investigate the causes of tasks that our company has not been able to comply with the process and consider countermeasures.
- Share countermeasures within the company and revise procedures and manuals as necessary.

1.14. Risk Management

Defined by Project

The purpose of risk management is to prevent or reduce the exposure of risks that impede the success of services.

The risk management of the service are determined below.

1.14.1. Summary

- Our company will identify possible risks through operation and maintenance.
- When a risk becomes apparent, our company will report to the customer the measures to be taken.
- Customer will review and approve/reject action.
- After the customer's approval, our company will implement a risk response and report to the customer as soon as the risk disappears.

1.14.2. Risk Response Plan

If risks are extracted from the characteristics and preconditions of the service, describe the risk countermeasures. Risk countermeasures are made into tasks as necessary and reflected in the schedule.

Not applicable

Follow document
described on the right

Name of
Document:

リスク管理表

1.14.3. Risk Management Methods

Describe risk management methods (timing and method of checking response status, timing and method of review, etc.).

Not applicable

Follow document
described on the right

Name of
Document:

As follows

(1) Timing and method of checking response status

Check the following once a week.

- Scheduled risk response measures are progressing as planned.
- The risk response measures implemented are functioning effectively.
- There are no signs of risk materialization.
- Risk is not exposed. (Treat as a problem if it becomes apparent)

(2) Timing and method of review

Review the risk response plan when the project plan is changed or checking the following once a week.

- The occurrence of new risks.
- Elimination of existing risks.

2. Internal Escalation

Communication suited to the needs of stakeholders is essential for smooth service management.

2.1. Emergency Escalation Levels

The emergency escalation levels of the service are determined below.

The rules and procedures are the same as those for "Standard Service Edition 4.2.2. Escalation Rules".

2.1.1. Escalation level and its managers/responsible persons

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

(1) The managers and responsible persons subject for escalation are defined as follows.

- Escalation level and representatives from both companies (Fujitsu (Japan) - GDC)

Escalation Level		Escalation Source	Fujitsu (Japan)	GDC
Level 1	Project Escalation	L2/L3 Leader L2/L3 Resolver L3 Team Leader	Service Delivery Manager/Service Manager	Service Delivery Manager / Local Manager
Level 2	Manager Escalation	Service Delivery Manager/ Local Manager	Responsible person for service (Secondary)	Service Head/ JDU Deputy Head

Level 3	Responsible Person Escalation	Service Head/ JDU Co- head	Responsible person for service (Primary)	JDU Head/ GDC Deputy Head
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~Handling of "Operation and Maintenance Implementation Plan" (Standardization)~**■ Overview/Introduction/Preface**

This "Operation and Maintenance Implementation Plan" is an implementation plan for operation and maintenance of the SDEM Practical Standard (Operations and Maintenance: ITSMOP) based on the standard services of SAP and AMS/Custom AMS. This document is prepared prior to the start of operations and maintenance and is reviewed periodically.

The schedule for the operation management plan, details of the management index, and an organizational chart with the name of the individual should be prepared as a separate document.

SDEM Practical Standard (Operations and Maintenance: ITSMOP) Operation and Maintenance Work System V3	
Operation Scenario Utilization Handbook	
Operational Scenario Utilization Guide	
Operation and Maintenance Introduction Procedure Guide	
Operation Review Procedure Guide	
Operation and Maintenance Design Document Writing Guide	
Operation and Maintenance Work Items	Asset Management Introduction Section
Operational Maintenance Standard Set	Summary Scenario Detailed Scenario
Sample Documents	Operation and Maintenance Summary
	Operation and Maintenance Design Document Operation
	Operation and Maintenance Implementation Plan
Tools/Know-how	Simplified Operation Diagnosis Document Know-how List

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■ Publishing Level

The publication level of this document is "FUJITSU CONFIDENTIAL". If document contains customer's information, then publication level must be "Restricted to Authorized Persons".

■Customization Guide

Change the strings enclosed in <>, such as <Customer Name> <Customer System Name> to match the Condition on the system where it is applicable. This document is compliant with the standard services so use and consider the following guidelines to customize or tailor the content as per customer requirements (Postscript, Revision, etc.).

Contents	<ul style="list-style-type: none"> "Description of Contents" and "Description Example" are specified for each chapter. In describing a content, check the "Follow document described on the right" and put the document name. If it will be described in the implementation plan, put a check mark in "As follows" item and describe the contents. "Description of Contents" is represented by a square with dotted line and "Description Example" by a square with double line. As for cases needed to be defined by each project, it is represented by a red square. <div style="text-align: center;"> </div>
Attachment	<ul style="list-style-type: none"> This is a collection of samples with "Sample x.x.x" in the description examples. Tailor it according to the requirements of each task.
Template	<ul style="list-style-type: none"> This is a template for the operation and maintenance implementation plan. The tailoring guidelines for the template are as follows: <ul style="list-style-type: none"> Do not delete the items specified in the template (planning element). Write "Not applicable" for items that do not apply. If you need additional items (planning element), add them after each chapter.

Revision History

Item Number	Version Number	Date Updated	Revised Item	Revised Content
1	2.0-00	2021/5/31	New Creation	First Edition

[Special Instructions]

- The information contained in this manual is subject to change without notice.
- Do not reprint this manual without permission.

▪ Request

Please delete the pages from the first page to the “Revision History” when presenting them to the customer.

 FUJITSU

<Customer Name> <system name>

System Operation and Maintenance Services

Operation and Maintenance Implementation Plan (Option Edition)

○○ Edition

Issue Date: 20 xx/xx/xx

<Customer Name>			Fujitsu Limited		
Approval	Inspection		Approval	Inspection	Production
Information Systems Department Leader	Information Systems Department Manager		Service Manager	Service Delivery Manager	Creator Name
oooo	oooo		oooo	oooo	oooo
20xx/xx/xx	20xx/xx/xx		20xx/xx/xx	20xx/xx/xx	20xx/xx/xx

Revision History

[This revision history will not be updated for any revisions in the attached documents]

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◆◇ Introduction ◆◇

In providing operation maintenance service (hereafter referred as "Service") related to <Customer System Name> of <Customer Name> (hereafter referred as "Client"), this document specifies the detailed operation and maintenance rules between the Client and Fujitsu Co., Ltd. (hereafter referred as Fujitsu) in order to ensure stable operation, maintenance and improvement of reliability and efficient operation of the system.

Precaution

- In this manual, honorific expressions are omitted for simplification.
- If your company and our company agree to the contents of this document, we will sign it and keep it until the contract expires.
- This document may not be disclosed to any third party without permission, nor may it be leaked, copied or reproduced without permission.
- The contents of the service listed in this document can be changed with mutual agreement and necessary approvals between 'your company' and 'our company' within scope of the contract. The Plan shall also be reviewed from time to time at appropriate milestones and revised to reflect the latest requirements and agreements, if there is any change in the contents of the contract, the contract shall be promptly changed in accordance with the prescribed procedures, and it will be reflected in this document.

<Example of timing for revision of the operation and maintenance implementation plan>

This plan shall be revised in the following occasions:

- ① Review of the plan involving the quotation and/or contractual agreements
 - In case the following occurs, along with the progress of operation /maintenance service:
 - Change in Scope (Requirement/Specifications)
 - If significant changes have to be made in the baseline service.
 - ② Review of the plan not involving the quotation and/or contractual agreements
 - When there is change in description details along with the progress of operation and maintenance service.
- Although "Client" is described in the explanation because of the relationship with our company's service, the maintenance and operation contents of the company are not included in this document.

Handling of Personal Information

- The information in this document will be used only for the operation of this service for your company and will not be used for purposes other than the intended purpose.
- Our company will not provide personal information to a third party unless permitted by law. Further personal information may be entrusted to a third party when providing this service. Appropriate management is obligatory for entrusted parties by contract.
- If your company would like to make inquiries or correction to the contents of this document, please contact the sales representative in-charge of this document.

◆◇ Definition of Terms ◆◇

The abbreviations shown in the table below are used in this manual for each product name and term.

Official Name	Abbreviated Name
Application Managed Services	AMS
Service Manager	SM
Service Delivery Manager	SDM
Fujitsu Service Center (Fujitsu Service Center)	FSC or Fujitsu SC

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- In addition, the company name, system name, product name, etc. described in this material and the material referred to in this material are not necessarily accompanied by the trademark indication.
- "ProjectWEB" is a registered trademark of Fujitsu Co., Ltd. in Japan.

1.Operation and Maintenance Service (Option)

Define optional services that contract with customers, and delete optional services that do not contract with strikethrough.

To clarify the services provided as option and share details to both companies.

1.1.Service Desk

Defined by Project

Set up a service desk to be able to cater the tasks smoothly, then receive and sort out incident reports as a single point of contact. Answers and announcements are made to users based on the response result of the assignee.

A series of procedures of Service Desk operation of this operation and maintenance service is determined below.

1.1.1.Summary

Describe the summary of Service Desk operation. Review the division of role for each project and clarify who is in-charge.

It also describes the rules that must be established and observed in Service Operation (Rules such as for classifying incidents received by Service Desk as regular incident type, and follow-up rules to the requester when there is no response from the requester and the delivery date is approaching, etc.).

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
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(1) Start and End of Service Operation

- At the start of service operation, check operation schedule of the day, then understand the progress status through turnover.
- At the end of service operation, compile the information for the turnover and create a work log, turnover the information to the next shift.

(2) Service Desk Operation

- Categorize incidents received in our company according to classification rules.
- Request incident correspondence to appropriate respondent within our company based on the categorization.
- Respondent corresponds according to each task scenario and the result is returned to Service Desk.
- Report to the requester after checking the response details at our company, close it once confirmation from requester is received.

(3) Develop and operate the following rules.

- Incident Classification Rule
- Incident requester Follow-up Rule

(4) Below is the Call Flow when using Service Desk.

- To contact Service Desk, call the dedicated service desk phone from 9:00 am to 5:00 pm on weekdays. Other than the aforementioned hours, call person in charge's mobile number.
- Service Desk will use their respective mobile phones for contacting. Priority orders are determined separately.

1.1.2.Service Desk Operation Scenario

- Describe the Service Desk operation scenarios.
- Create both summary and detailed scenarios.
- Follow the format of summary and detailed scenarios with other tasks in case a separate document is used.
- Describe the link flow with each task in the scenario when using Service Desk.

<input type="checkbox"/> Follow document Described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: 概要シナリオ（オプション）： GS_JS01（サービスデスク） 詳細シナリオ（標準サービス）： SS_JS01_01_01（サービスデスク）
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1.1.3. Establish Rule

Describes the content of rule established in "1.1.1. Summary (3) establish and operate the rules"

<input type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: インシデント分類ルール インシデント依頼者フォローアップルール
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1.2. Monitoring Operation

Defined by Project

Describe the monitoring flow when performing monitoring such as operation monitoring, unauthorized access monitoring, and unauthorized release monitoring.

Agree with customer and write the storage method of monitoring evidence as needed.

When a special structure for monitoring operation is established, write it on "Standard Service Edition 5.1. Contact Method".

The purpose is to ensure stable operation of the system, avoid security risks such as information leakage, falsification and destruction of the system, and lead to system operation in compliance with security rules. Therefore, the operating status of the production environment is monitored. Continue the failure response as needed.

Procedures of monitoring operation of this operation and maintenance service are determined below.

1.2.1. Summary

<input type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document:
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<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

(1) Start and End of Monitoring Operation

- At the start of monitoring operation, check the turnover data from the person in charge of the previous shift in our company, and then ask questions if there is anything unclear.
- At the end of monitoring operation, summarize the information for turnover during change of shift in our company. Turnover the information to the person in charge of the next shift. The next shift will continue the monitoring.

(2) Operation Monitoring

- Sort whether it is subject for the routine response in our company based on the alert detection such as the email notification.
- If it is for the routine response, respond to it according to the procedure at our company.
- If not, contact the person in charge and request for response.
- The person in charge issues an incident to task management tool and continues with the failure response.

(3) Unauthorized Access Monitoring (Privileged ID Usage Monitoring)

- Our company will check on a weekly basis whether the use of privileged ID meets the purpose for which the application was made before, from the usage application, access log, etc.
※Monitoring method of privileged ID usage application and access log varies depending on the system.
- Our company will keep the confirmation result as evidence for monitoring, and if we detect unauthorized access during our monitoring, our company will report to your company.
- Our company will take appropriate response (investigation, correction of abnormalities, etc.) based on the results of the confirmation.

(4) Unauthorized Release Monitoring

- Our company will check the content of the actual release application and the release history on weekly basis and make sure there is no difference. Keep the confirmation result as monitoring evidence.
- If our company detected a release that was not recorded in the actual release application, our company will report to your company.
- Our company will take appropriate correspondence (investigation, correction of abnormalities, etc.) based on the results of confirmation.

1.2.2.Monitoring Item

Describe the monitoring items when carrying out the monitoring operation.

- The main items of monitoring target in the monitoring operation of this operation and maintenance are determined below.

Monitoring Item Name	Description of Monitoring Item
Alive monitoring	Uses Ping for Alive monitoring.
Resource monitoring	Sets threshold in units of disc, memory, and CPU, then monitors threshold.
Process monitoring (UNIX)	Monitors interval between process launching.
Port monitoring	Monitors interval between port launching.
Log monitoring	Monitors whether a specified string is written into the log file.
Successful job completion monitoring	Checks the successful job completion through a character string written in a log file.

Details are as follows:

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 監視項目一覧
<input type="checkbox"/> As follows	

1.2.3. Monitoring Operation Scenario

Describe the scenarios of service desk operation.

Create both overview and detailed scenarios.

If prepared in a separate document, follow the format of the outline scenario and detailed scenario of other tasks.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_SC02（監視運用） 詳細シナリオ（標準サービス）： SS_SC02_01_01（監視運用の開始・終了） SS_SC02_02_01（稼動監視）
<input type="checkbox"/> As follows	

1.2.4. Monitoring Operation Procedure

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 監視手順書
<input type="checkbox"/> As follows	

1.2.5. Storing Monitoring Evidence

Describes the storage period when getting monitoring evidence.
The storage in-charge and period of monitoring evidence for this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described in the right	Name of Document:
<input checked="" type="checkbox"/> As follows	
<ul style="list-style-type: none"> Evidence of unauthorized access and unauthorized release monitoring shall be kept as a record under our responsibility. Records shall be kept for at least five years. 	

1.3. Regular Operation

Conduct regular operation (yearly, monthly, daily) according to the predetermined procedure for target work described in "Routine Work List" for a smooth system operation.

The set of procedure for the regular operation of this operation and maintenance service are determined below.

1.3.1. Summary

Defined by Project

Describes the content of regular operation.

<input type="checkbox"/> Check the time when periodic processing needs to be executed based on the schedule, and confirm the implementation procedure before execution.
<input type="checkbox"/> When carrying out the operation, check if there are any problems with the structures and skills, and if there are no problems, carry out the regular operation.
<input type="checkbox"/> Confirm the normal termination of the regular operation.

1.3.2. Regular Operation Scenario

Defined by Project

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: 概要シナリオ（オプション）： GS_SC01（定時オペレーション） 詳細シナリオ（オプション）： SS_SC01_01_01（定時オペレーション）
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1.3.3. Regular Operation List/Manual

Defined by Project

<input type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document:
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<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: 定型/定常作業一覧 定型/定常作業マニュアル
---	--

1.3.4. Management Items

- The main items in using the service management tools are determined below.

Control Item	Description of Control Item
Title	Input task name. Write a short description of the task.
Description	Write the details of change request.
Category	Select 01_Requested Work (Routine)
Priority	Select from "Emergency", "Urgent", "Normal"
Date and time created	Set the date and time of ticket creation
Actual End Date	Set the actual date and time of completion
Date and time requested	Set the deadline of the work
Date and time work started(schedule)	Set the estimated work start date and time
Date and time work ended (schedule)	Set the estimated work end date and time
Quotation ticket count	Input the number of quotation ticket
Achievement ticket count	Input the number of achievement ticket

The details are determined below.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: TfSNOW 管理項目一覧： 3-1. 変更・リリース管理の TfsNow 項目
--	--

1.3.5. Procedure for Service Management Tool Operation

<input checked="" type="checkbox"/> Follow document	Name of Document: TfSNOW 利用者向け操作手順書：
---	--------------------------------------

described on the right	Document:	6.变更要求（依頼作業（定型/非定型）、各種調査、小規模改修）
<input type="checkbox"/> As follows		

1.4.Preventive Maintenance

Defined by Project

By investigating, collecting and responding to factors that affect system operation in advance, operations and systems will be operated smoothly.

The preventive maintenance of this operation and maintenance service are defined below.

1.4.1.Summary

Describe the flow of the preventive maintenance.

(1) Collection of operation and maintenance related information

- Our company will collect information related to critical failure and provided patches.

(2) Confirmation of preventive maintenance application

- Our company will confirm whether it is applicable for preventive maintenance based on the collected information.

(3) Examination of application necessity and formulation of plan

- In the case of applicable information, both companies will consider the necessity of application, and if necessary, our company will examine the work content and formulate a plan.

(4) Implementing and reporting work

- Our company will implement the work and once finished, our company will report to your company.

(5) Confirmation of response.

- Your company will check the report result and will contact our company for confirmation.

1.4.2.Preventive Maintenance Scenario

- | Describe the preventive maintenance scenarios.
- | Create both Summary and detailed scenarios.
- | Follow the format of Summary and detail scenarios with other tasks in case a separate document is used.
- | Furthermore, if the preventive maintenance service is within our scope, ensure that the following are considered:
 - The timing when to collect the information of all products, how to get it, and how to report it to the customer.
 - Let the customer decide whether the application is necessary or not. Alternatively, we will determine the application based on the application criteria agreed with the customer.
 - As for the information gathering, application decision, and application implementation, consider the division of roles between the customer and our company, as well as the division of roles within our company.
 - Confirmation of application results and preventive maintenance effects.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

■ Follow document described on the right	Name of Document: 概要シナリオ（オプション） : GS_SC04（予防保守） 詳細シナリオ（オプション） : SS_SC04_01_01（予防保守）
<input type="checkbox"/> As follows	

1.5.Development Environment Management

Defined by Project

Do operation and maintenance management in order to have a smooth usage of development and verification environment. The development environment management of this operation and maintenance service are determined below.

1.5.1.Summary

- | Describe the flow of development/verification environment management.

(1) Maintenance Management of Development/Verification Environment

- Our company will check the difference between configuration information and the production environment at a fixed cycle, then request for your company's approval for the modification of the variance in information. If there is a request for modification, your company will register the requested work (non-routine) in Service Management Tool or, will contact our company.
- Upon your company's approval, our company will implement correction then report back to your company.
- Your company will check the result and will contact our company for confirmation.

(2) Provision of Development/Verification Environment

- Our company will request for your company's approval for the building of development/verification environment. Your company will register the requested work (non-routine) into the Service Management tool or will contact our company.
- Upon your company's approval, our company will build a development/verification environment.
- Once done using the environment, our company will report to your company that building and utilization of the environment has been completed.
- Your company will check the completion report and will contact our company for confirmation.
- Our company will delete the unnecessary data in the environment.

1.5.2. Development/Verification Management Targets and Policy

Define the scope of development/test environment management and the administrator.
It also determines the policy of each management scopes (goals/management process/management cycle).

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

(1) Target for Management

- The target are the three environments: development, test, and verification environment. It is our company's role to manage these three environments.

(2) Policy

- In every six months, the setup and data are copied from the production environment to the verification environment and made the environment similar to the production environment in order to minimize the difference between the setup and data of the verification environment and the production environment, this is also to maintain the accuracy of development and testing environment.
- In development/test environment, the setting and data extracted from the production environment, or the verification environment is copied when necessary in order to improve the accuracy of the test.

1.5.3.Development/Verification Environment Management Scenario

<input type="checkbox"/> 右記の資料に従う	資料名 :
<input type="checkbox"/> 以下のとおり	
<input checked="" type="checkbox"/> Follow document described on the right	<p>Name of Document: 概要シナリオ（オプション） : GS_UK10（開発環境管理） 詳細シナリオ（オプション） : SS_UK10_01_01（開発環境の維持管理） SS_UK10_02_01（開発環境の提供）</p>
<input type="checkbox"/> As follows	

1.6.Configuration/Asset Management

The purpose of configuration and asset management is to prevent loss of project assets, inconsistencies between assets, and to ensure that appropriate versions are used.

• Configuration Management:

Manage attribute information and configuration information of resources related to the operation and maintenance service.

Take inventory on a regular basis, manage past and latest resources, and share the information between both companies.

Examples of attribute information and configuration information: Document version numbers, software versions and levels, system configurations

- Asset Management:

Manage the information related to assets including location and person in-charge in a ledger.

Defined by Project

1.6.1. Summary

Describes the flow of configuration and asset management.

(1) Configuration/Asset Management (Inventory)

- Both companies conduct inventory of assets based on the operation management plan and management ledger prepared by your company.
- If there is any inconsistency, our company will investigate the reason and cause.
- Our company will create a work report and reports it to your company.
- Your company will review the work report and instruct our company if corrective action is necessary. Our company will continue to implement corrective measures.
- After taking corrective measures, our company will analyze and evaluate inventory performance and take corrective measures as necessary.

(2) Configuration/Asset Management (Information Update)

- If it is necessary to update the configuration information due to changes, releases, etc., our company will update the configuration information and reflect the updated content in the management ledger.

(3) Library Management

If the asset manager is your company:

- Our company will apply to your company for an asset lending.
- Upon your company's approval of lending request, our company will borrow the assets.
- Our company will apply to your company for the return of assets.
- Your company will check the application and contact our company if there is no problem.

※Assets (PG, customize, etc.) in SAP system are excluded from library management because they use the configuration management function of the SAP standard.

Defined by Project

1.6.2. Configuration/Asset Management Scenario

Describes the configuration and asset management scenarios.

Create both Summary and detailed scenarios.

If prepared in a separate document, follow the format of the Summary and detailed scenarios that matches the other tasks.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<p>■ Follow document described on the right</p>	<p>Name of Document: 概要シナリオ（オプション） : GS_UK07（構成・資産管理） 詳細シナリオ（オプション） : SS_UK07_01_01（構成・資産管理(棚卸し)） SS_UK07_02_01（構成・資産管理(情報更新)） SS_UK07_03_01（ライブラリ管理）</p>
<input type="checkbox"/> As follows	

1.6.3.Target Asset Per Management Type

According to their type, project assets are classified into management types (configuration management, document management, record management).

(1) Configuration Management

Manage to maintain the consistency of past and latest resources.

Target:

Document assets such as design document and standardized document, source code and load module.

(2) Document Management

Manage to identify the latest version after writing out in the history.

Conduct review/approval and record the change information.

Target:

Text documents such as project plans, operation and maintenance Manual, work flow and work manual documents

(3) Record Management

Manage the document to be referred to as necessary and keep an activity record in this operation and maintenance service.

Target:

Quality records such as regular meeting report materials, work reports, minutes, review record reports and failure reports.

1.6.4.Management Method per Management Type

Defined by Project

Clarify the management content for each type and management method implemented for this operation and maintenance service.

<input type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	<p>Name of Document:</p>

<input type="checkbox"/> Follow document described on the right	Name of Document:																																																													
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1.6.5.Configuration Management Procedure

Defined by Project

- | Establish baseline and clarify the procedure in maintaining the consistency.
- | When using configuration tool (Subversion, CVS, VSS, TFS, etc.), decide the tool name and disseminate the "how to use the tool" to project members.

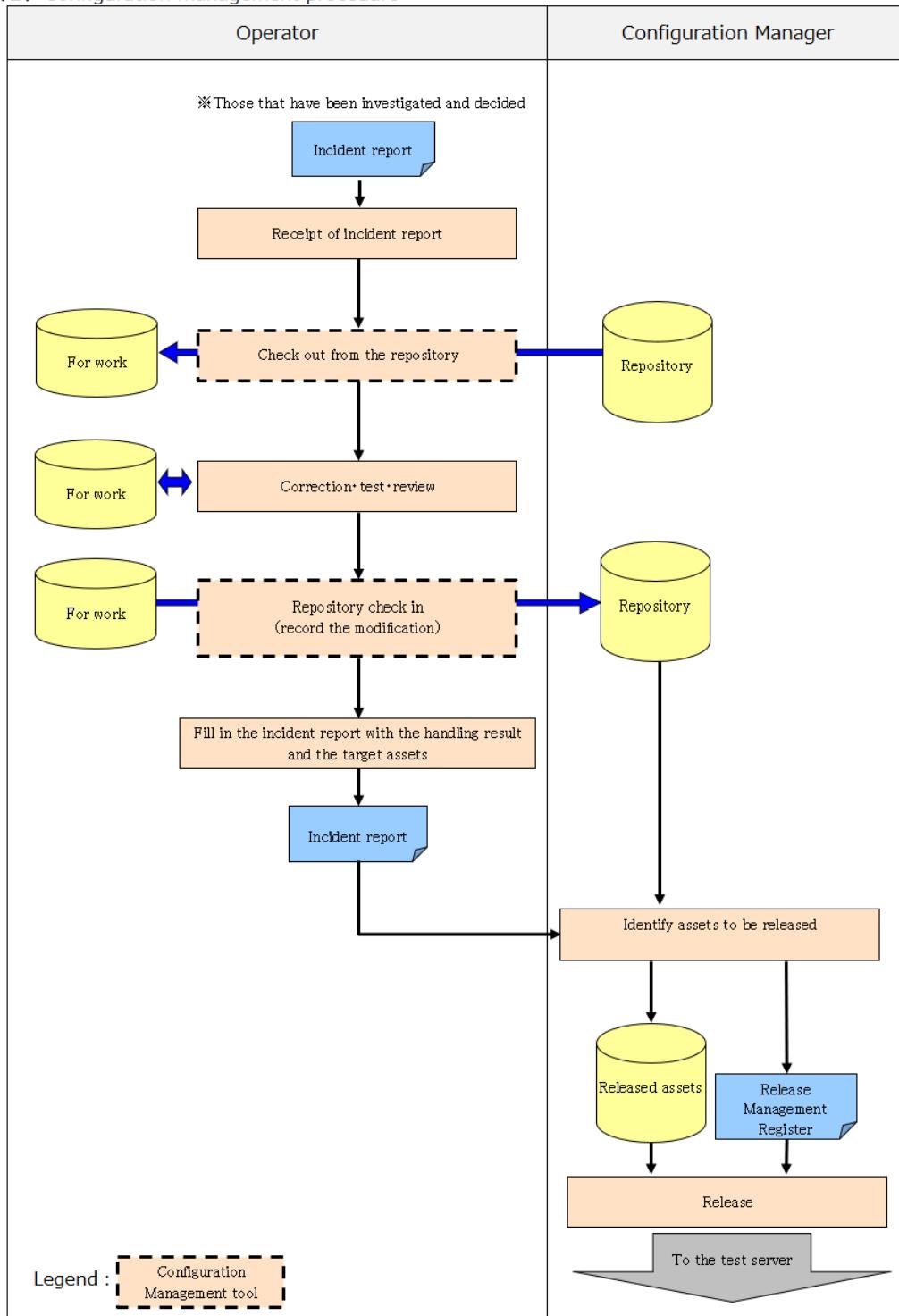
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

<Example of description 1>

(1) Configuration Management Tools : Subversion

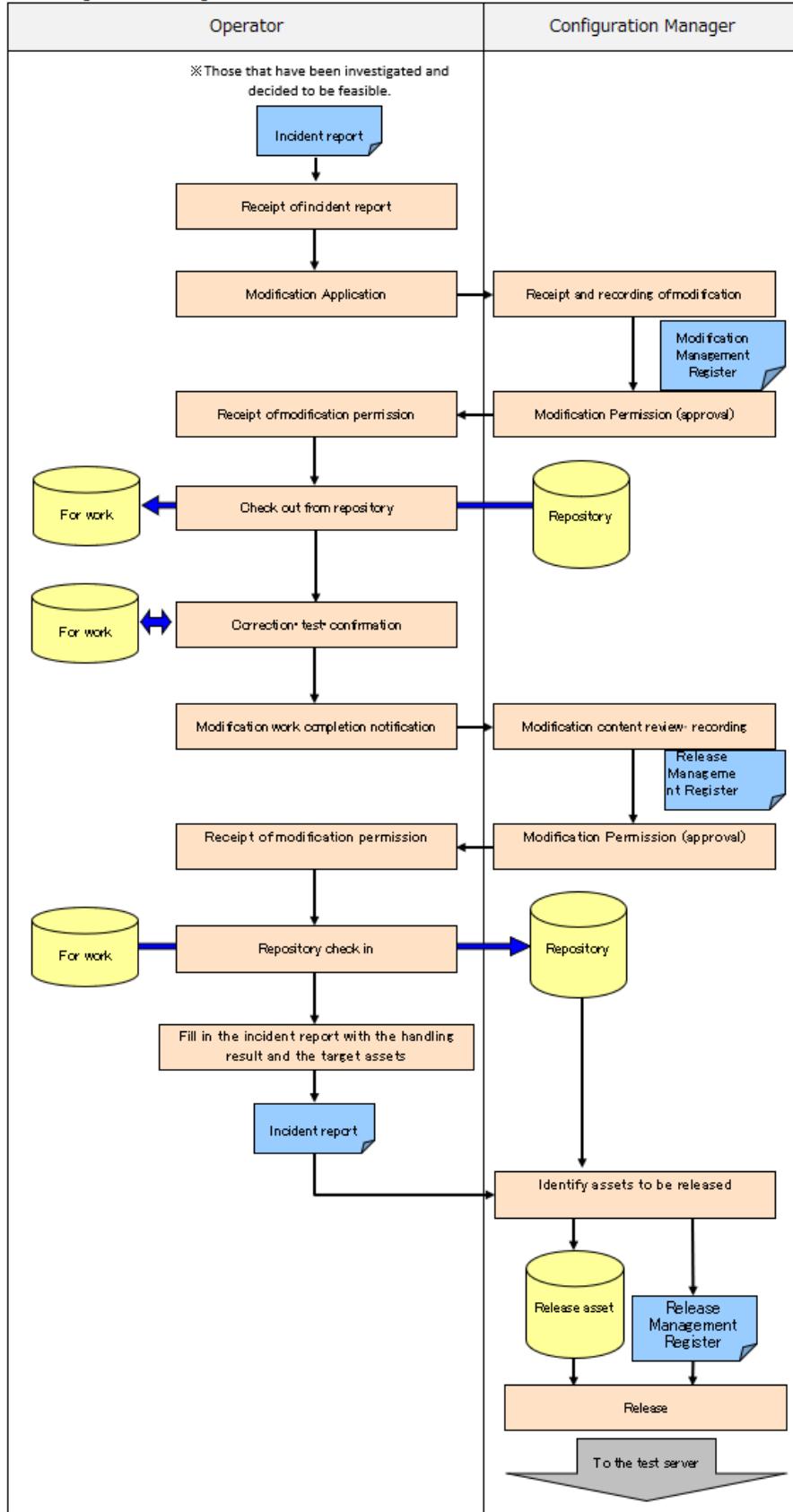
(2) Configuration management procedure



<Example of description 2>

(1) Configuration Management tool: Do not use

(2) Configuration Management Procedure



1.7.Security Management

Defined by Project

Apply the latest and relevant security patches to prevent security troubles.

In addition, the collection and analysis of security-related logs are conducted regularly to evaluate whether the security level is achieved.

The security management of this operation and maintenance services are determined below.

1.7.1.Summary

Describe the flow of security management.

(1) Security Management

The following series of steps is carried out as one work of the regular operation.

- Our company will check the security requirements, residual risks, and new risks and create security countermeasure manual when necessary and send an approval request to your company.
- Your company will check the request and contact our company for confirmation.
- Our company will deal with security risks and report the completion to your company.
- Your company will check the completion report and contact our company for confirmation.
- Our company will check the logs, collects the implementation status of security measures, evaluates the security management, and makes regular reports.

(2) Security Troubleshooting

The following should be implemented as the failure response.

- Our company will report to your company as soon as the security trouble occurs.
- Our company will execute detachment from the network and start investigating the cause by collecting security-related log, etc.
- Our company will obtain the security patch such as the security-related documents, create manuals and send an approval request to your company.
- Your company will check the request and contact our company for the confirmation.
- Our company will accept the contact and perform the security countermeasures.
- Our company will report the security countermeasure results to your company.
- Your company will check the results and contact our company for the confirmation.

1.7.2.Handled Risks on Security Management

Clarify what kind of risks there are in the security management, and describe how to deal with those risks.

<input type="checkbox"/>	Follow document described on the right	Name of Document:
<input type="checkbox"/>	As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:										
<input checked="" type="checkbox"/> As follows											
<table border="1"> <thead> <tr> <th>Risk</th> <th>Process Handling</th> </tr> </thead> <tbody> <tr> <td>Virus Infection</td> <td>Check the updated version of the virus pattern files regularly and check the applying conditions.</td> </tr> <tr> <td>System Vulnerability</td> <td>If an emergency patch is released to check the latest version of the virus pattern files regularly, acquire the approval and apply it.</td> </tr> <tr> <td>System Falsification</td> <td>Scan the system files and procedure data through a falsification detection app regularly.</td> </tr> <tr> <td>System Unauthorized Intrusion</td> <td>To perform access management on F/W, IDS and check the latest OS File regularly.</td> </tr> </tbody> </table>		Risk	Process Handling	Virus Infection	Check the updated version of the virus pattern files regularly and check the applying conditions.	System Vulnerability	If an emergency patch is released to check the latest version of the virus pattern files regularly, acquire the approval and apply it.	System Falsification	Scan the system files and procedure data through a falsification detection app regularly.	System Unauthorized Intrusion	To perform access management on F/W, IDS and check the latest OS File regularly.
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System Unauthorized Intrusion	To perform access management on F/W, IDS and check the latest OS File regularly.										

1.7.3.Security Management Scope

- | Describe the target scopes in the security management.
- | Enclose the range of the security management target system based on "Standard Service Edition 1.5.6 System Configuration" and clarify the scope.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

The diagram illustrates a complex network architecture with the following key components and connections:

- Sales Terminals Management Terminal (WinNT) and System Monitoring Terminal (WinNT):** These are connected to a Cisco 1608R switch via a Management System Channel.
- User Side Router (Duplex):** Connected to a Cisco 1608R switch and a Cisco 7507 center router.
- Information Vendor Router (Duplex):** Connected to a Cisco 1608R switch.
- Terminal Software Distribution Server (2):** Located between the Management System Channel and the Transaction System Channel.
- Management and Indication Data Route:** A path connecting the Management System Channel and the Transaction System Channel through a Cisco 7294 switch.
- Transaction Management Server:** Includes Oracle8 and GP7000FDisk Array.
- Integrated Management System:** Handles Configuration Management, Performance Management, Software Distribution, and Backup Management.
- HP NetServer Lx8000:** A server system connected to the Transaction Management Server.
- HP 8000L2000:** A server system connected to the Integrated Management System.
- HP 9000 N4000(440MHz):** A server system connected to the Integrated Management System.
- Time Synchronization:** Manages Time, Data, and Clock.
- Authentication Server:** GP7000FM400R.
- 100 M Ethernet Switch Network (TCP/IP):** Contains NOXIA IP440 switches and connects various server systems like HP 9000M4000, HP 8000L2000, and HP 9000 N4000.
- 100 M Ethernet Switch Network (SSL/TCP/SSL):** Contains NOXIA IP440 switches and connects to a Broad Cast system.
- Order Acceptance Process:** A process involving HP 9000M4000, HP 8000L2000, and HP 9000 N4000.
- Current Use:** A state shown in the Order Acceptance Process.
- Waiting:** A state shown in the Order Acceptance Process.
- FibreChannel connection:** Maximum of 8 devices can be connected.
- XP 256 Memory Cache 29GB HOK1103B (RAID-1):** A component connected to the Order Acceptance Process.
- OO Server Order Acceptance Process:** A component connected to the Order Acceptance Process.
- System:** A general category for various components.
- UIF Server:** GP7000 FM400R.
- ESF + Server:** RSP + Controller.
- NMS:** RSP + Controller.
- Datacentre:** A central hub for data storage and processing.
- Broadcast:** A communication mode used by the Broad Cast system.
- 100 M Ethernet Switch Network (SDO):** A separate network segment.
- Oracle8:** A database component.
- GP7000FDisk Array:** A disk array component.
- Server Subsystems:** Business components.

1.7.4. Security Management Scenario

- | Describe the security management scenarios.
 - | Create both summary and detailed scenarios.
 - | If prepared in a separate document, follow the format of the outline scenario or detailed scenario of other tasks.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<p>■ Follow document described on the right</p>	<p>Name of Document: 概要シナリオ（オプション） : GS_UK09（セキュリティ管理） 詳細シナリオ（オプション） : SS_UK_09_01（セキュリティ管理） SS_UK_09_02（セキュリティトラブル対応）</p>
<input type="checkbox"/> As follows	

1.8.Education

Defined by Project

If a new member participates or a change in the system usage flow occurs, the education will be provided education on the system (outline explanation, contents of operation procedure, etc.) in order to acquire the operation skills of your company members.

The education of this operation and maintenance service is determined below.

※This refers to the education for the client.

1.8.1.Summary

Describes the education flow.

(1) Education Management

- Both companies will consider the content of education.
- After examining the content, our company will set educational goals and formulate a curriculum.
- After deciding the education method and education schedule at our company, we will request approval from your company.
- Your company confirms the contents of the request and informs us of the confirmation result.
- We will collect information on the educational status and system operation status, and analyzes and evaluates the effects.

(2) Education Implementation

- Our company will prepare for the education. As soon our company completed the preparation, we will be sending the approval request to your company.
- If there are no issues when the request details have been confirmed, your company will contact our company.
- Both companies will implement the education.
- Both companies will check the progress of the education, evaluate and analize.

1.8.2.Educational content

Clarify the content of education, education method, target audience, and implementation time, and agree with the customer.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:																		
<input checked="" type="checkbox"/> As follows																			
<table border="1"> <thead> <tr> <th>Education Content</th> <th>Education Method</th> <th>Person(s) Involved</th> <th>Implemented Period</th> </tr> </thead> <tbody> <tr> <td>System Usage Method</td> <td>Implement use of text regarding the business classification operation method and the contact for inquiries method</td> <td>Transferee, New Assignee</td> <td>Regular Transfer New Assigned Time</td> </tr> <tr> <td>System Usage Method Change Content</td> <td>Operation method of modified business applications</td> <td>All Users</td> <td>When changing the system usage</td> </tr> <tr> <td>Security Education</td> <td>Regarding the security of Information security & media</td> <td>All Users</td> <td>Once in six months</td> </tr> </tbody> </table>				Education Content	Education Method	Person(s) Involved	Implemented Period	System Usage Method	Implement use of text regarding the business classification operation method and the contact for inquiries method	Transferee, New Assignee	Regular Transfer New Assigned Time	System Usage Method Change Content	Operation method of modified business applications	All Users	When changing the system usage	Security Education	Regarding the security of Information security & media	All Users	Once in six months
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System Usage Method Change Content	Operation method of modified business applications	All Users	When changing the system usage																
Security Education	Regarding the security of Information security & media	All Users	Once in six months																

1.9.Billing Management (Baseline Contract)

Defined by Project

The billing management that is implemented based on a base line contract is specified in this chapter.

If it is unnecessary, leave only the title of this chapter and write "Not applicable to this operation and maintenance service".

The form of contract based on the baseline (man-hours, number of tasks) agreed with your company.

The billing management (base line contract) of the operation and maintenance service are determined below.



Service Category		Services					
Maintenance	Inquiry	Service Desk	Inquiry Response				
	Failure Response		Failure Response	Problem Response			
	Requested Work		Requested Work (Routine)	Requested Work (Non-routine)			
	Routine Operation		Monitoring	Regular Operation			
Enhancement		Various Investigation	Modification (Small-scale)	Improvement (Small-scale)	Modification and Improvement (Large-scale)		
Service Management		Service Level Management	Incident Management	Problem Management	Enhancement Management	Change Management	Operation Report
		Issue Management	Capacity Management	Billing Management	Operational Improvement	Development Environment Management	Configuration/Asset Management
		Security Management	Preventive Maintenance	Education	Operation Management		

1.9.1.Summary

- Describe the flow of the Billing Management (Base Line Contract).

--

1.9.2.Billing Management Scenario

- Describe the Billing Management Scenarios.
- Create both summary and detailed scenarios.
- If prepared in a separate document, match the format of the separate document with the layout of other tasks summary and detailed scenarios.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

1.10.Billing Management (Pay-per-use Contract)

Defined by Project

- The billing management that is implemented based on a pay-per-use billing contract is specified in this chapter.
- If it is unnecessary, leave only the title of this chapter and write "Not applicable to this operation and maintenance service".

This is a form where operation and maintenance services will have a contract with a fixed monthly fee + pay-per-use billing.

For pay-per-use billing, a ticket system where your company will purchase tickets in advance will be introduced, and our company will provide operation and maintenance services according to the number of tickets.

The billing management (Pay-per-use Billing Contract) of the operation and maintenance service are determined below.



Service Category		Services			
Maintenance	Inquiry	Service Desk	Inquiry Response		
	Failure Response		Failure Response	Problem Response	
	Requested Work		Requested Work (Routine)	Requested Work (Non-routine)	
	Routine Operation		Monitoring	Regular Operation	
Enhancement		Various Investigation	Modification (Small-scale)	Improvement (Small-scale)	Modification and Improvement (Large-scale)
Service Management		Service Level Management	Incident Management	Problem Management	Enhancement Management
		Issue Management	Capacity Management	Billing Management	Change Management
		Security Management	Preventive Maintenance	Education	Operation Report
				Operational Improvement	Development Environment Management
				Operation Management	Configuration/Asset Management

1.10.1.Summary

| Describe the flow of the Billing Management (Pay-per-use Billing Contract).

1.10.2.Billing Management Scenario

| Describe the Billing Management Scenarios.
| Create both summary and detailed scenarios.
| If prepared in a separate document, follow the format of the separate document with the layout of other tasks summary and detailed scenarios.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

1.11.Operation Management

Defined by Project

Operation management is carried out to grasp, analyze and evaluate whether operation and maintenance is properly performed.

The operation management of this operation and maintenance service are determined below.

1.11.1. Summary

Describe the flow of operation management.

(1) Operation Result Management

- Our company will create an operation schedule based on the system characteristics and team structure skills and request approval from the client.
- Your company will check the operation schedule and contact us if there is no problem.
- Our company will check if it is operating according to the operation schedule.
- Our company will evaluate and analyze whether the system operation, operation, and maintenance are carried out according to the operation schedule based on the operation result aggregation.

1.11.2. Operation Management Item

Define operation management items. The following items shall be clarified.

- Target Servers/Systems for Management
- Management Items

(Ex)

- (1) Service provision time to all servers (development, verification and production)
- (2) Number of jobs and transactions performed
- (3) Service outage, number of outages, and cause of outages
- (4) Target value
- (5) Person in charge of the management

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

1.11.3. Operation Management Scenario

Describe the operation management scenario.

Create both summary and detailed scenarios.

If prepared in a separate document, follow the format of the summary and detailed scenarios of other tasks.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 概要シナリオ（オプション）： GS_UK04（稼働管理） 詳細シナリオ（オプション）： SS_UK_04_01（稼働実績管理） SS_UK_04_02（稼働状況管理）
<input type="checkbox"/> As follows	

1.11.4. Operation Management Procedure

Determine how to obtain operation performance values, how to use the results obtained, and how to report the results of evaluation and analysis.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

(1) Acquisition of Performance Value

Get the performance value.

Refer to "手順書.docx" for the procedure for obtaining performance values.

(2) Evaluation and Analysis

Evaluate the performance value obtained. Refer to "基準値.xlsx" for the reference value.

(3) Report

The report will go as follows.

Monitoring Item	How to deal with normal values	How to deal with abnormal values	Reports to/Meetings
Daily Monitoring Items	Email monitoring results	Failure response incidents are issued and handled	TO: Person in charge at your company CC: Fujitsu Mailing List
Weekly Monitoring Items	Email monitoring results	Failure response incidents are issued and handled	TO: Person in charge at your company CC: Fujitsu Mailing List
Monthly Monitoring Items	Report on a monthly basis	Report on a monthly basis	Monthly Report Meeting

Report at the timing defined in 報告タイミング.xlsx.

1.12.Operational Improvement

Defined by Project

In order to provide better operation and maintenance services to your company, we analyze tasks in daily operation and maintenance or extract operational improvement options from the contents of issue management and make improvements.

The operational improvement of this operation and maintenance service are determined below.

1.12.1.Summary

Describes the flow of the operational improvement.

(1) Operational Improvement

- Our company will extract candidates for operational improvement from the analysis results of tasks or issue management.
- Based on the unearthed information, our company will discuss with your company or our company will have an internal discussion and prepare an operational improvement implementation plan.
- The operational improvement implementation plan is submitted to your company, and your company must approve it.
- Upon your company's approval, our company will improve the operation based on the operational improvement implementation plan.

1.12.2.Operational Improvement Scenario

Describe scenarios for operational improvement.

Create both summary and detailed scenarios.

If prepared in a separate document, follow the format of the summary and detailed scenarios of other tasks.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	概要シナリオ（オプション） : GS_UK13（運用改善） 詳細シナリオ（オプション） : SS_UK_13_01（運用改善）
<input type="checkbox"/> As follows		

~Handling of "Operation and Maintenance Implementation Plan" (Standardization)~

■ Overview/ Introduction/Preface

"Operation and Maintenance Implementation Plan" is an implementation plan for operation and maintenance of the SDEM Practical Standard (Operations and Maintenance: ITSMOP). Based on the standard services of AMO and ITO this document is prepared prior to the start of operations and maintenance and is reviewed periodically.

The schedule for the operation management plan, details of the management index, and a system diagram with the name of the individual should be prepared as a separate sheet.

SDEM Practical Standard (Operations and Maintenance: ITSMOP) Operation and Maintenance Work System V3	
Operation Scenario Utilization Handbook	
Operational Scenario Utilization Guide	
Operation and Maintenance Introduction Procedure Guide	
Operation Review Procedure Guide	
Operation and Maintenance Design Document Writing Guide	
Operation and Maintenance Work Items	Asset Management Introduction Section
Operational Maintenance Standard Set	Summary Scenario Detailed Scenario
Sample Documents	Operation and Maintenance Summary Operation and Maintenance Design Document Operation Management Operation and Maintenance Implementation Plan
Tools/Know-how	Simplified Operation Diagnosis Sheet Know-how Collection



■ Copyright Notice

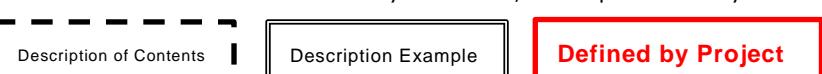
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■ Publishing Level

The publication level of this document is "FUJITSU CONFIDENTIAL". If document contains customer's information then publication level must be "Restricted to Authorized Persons".

■ Customization Guide

Change the strings enclosed in <>, such as <Customer Name> into <Customer System Name> to match the condition on the system where it is applicable. This document is compliant with the standard services so use and consider the following guidelines to customize or tailor the content as per customer's situation and characteristics (Postscript, Revision, etc.).

Contents	<ul style="list-style-type: none"> "Description of Contents" and "Description Example" are specified for each chapter. In describing a content on a separate sheet, check the "Follows document described on the right" and put the document name. If directly describing a content, check "as follows" and describe the contents. "Description of Contents" is represented by a square with dotted line and "Description Example" by a square with double line. As for cases needed to be defined by each task, it is represented by a red square.
	
Attachment	<ul style="list-style-type: none"> This is a collection of samples with "Sample x.x.x" in the description examples. Tailor it according to the requirements of each task.
Template	<ul style="list-style-type: none"> This is a template for the operation and maintenance implementation plan. The tailoring guidelines for the template are as follows: <ul style="list-style-type: none"> Do not delete the items specified in the template (planning element). Write "Not applicable" for items that do not apply. If you need additional items (planning element), add them after each chapter.

Revision History

[Special Instructions]

- The information contained in this manual is subject to change without notice.
- Reprinting of this document without permission is prohibited.

**▪ Note: Please delete the pages
from the first page to the revision
history when presenting them to
the customer.**



<Customer Name> <System Name>

System Operation and Maintenance Services

Operation and Maintenance Implementation Plan (Standard Service Edition)

○○ **Edition**

Issue Date: 20 xx/xx/xx

<Customer Name>			Fujitsu Limited		
Approved by	Reviewed by		Approved by	Reviewed by	Created by
Information System Department Leader	Information Systems Department Manager		Service Manager	Service Delivery Manager	Creator Name:
○○○○	○○○○		○○○○	○○○○	○○○○
20xx/xx/xx	20xx/xx/xx		20xx/xx/xx	20xx/xx/xx	20xx/xx/xx

Revision History

[This revision history will not be updated for any revisions in the attached documents.]

Revision number	Revised On	Description	Modified By	Revised Items
1.0	20 xx/xx/xx	Initial Release	○○○○	-

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◆◇ Introduction ◆◇

In providing operation and maintenance service (hereafter referred as "Service") related to <Customer System Name> of <Customer Name> (hereafter referred as "Your company"), this document specifies the detailed operation and maintenance rules between the Client and Fujitsu Co.,Ltd. (hereafter referred as "Our company") in order to ensure stable operation, maintenance and improvement of reliability and efficient operation of the system.

Precaution

- In this manual, honorific expressions are omitted for simplification.
- If your company and our company agree to the contents of this document, we will sign it and keep it until the contract expires.
- This document may not be disclosed to any third party without our company's permission, nor may it be leaked, copied, or reproduced.
- The contents of the service listed in this document can be changed with mutual agreement and necessary approvals between 'your company' and 'our company' within the scope of the contract. The Plan shall also be reviewed from time to time at appropriate milestones and revised to reflect the latest requirements and agreements, if there is any change in the contents of the contract, the contract shall be promptly changed in accordance with the prescribed procedures and it will be reflected in this document.

<Example of timing for revision of the operation and maintenance implementation plan>

This plan shall be revised in the following occasions:

- ① Review of the plan involving the quotation and/ or contractual agreements

In case the following occurs, along with the progress of operation /maintenance service:

- Change in Scope (Requirement/ Specifications)
- If significant changes have to be made in the baseline service.

- ② Review of the plan not involving the quotation and/ or contractual agreements

when there is change in description details along with the progress of operation/maintenance service.

- As the operation / maintenance work progresses when there are changes in the mentioned service. Although 「your company」 is described in the explanation because of the relationship with our company's service, the maintenance and operation contents of your company are not included in this document.

Handling of Personal Information

- The information in this document will be used only for the operation of this service for your company and will not be used other than the intended purpose.
- We will not provide personal information to a third party unless permitted by law. Further personal information may be entrusted to a third party when providing this service. Appropriate management is obligatory for entrusted parties by contract.
- If you would like to make inquiries or correction to the contents of this document, please contact the sales representative in-charge of this document.

◆◇ Definition of Terms ◆◇

The abbreviations shown in the table below are used in this manual for each product name and term.

Official Name	Abbreviated Name
Application Managed Services	AMS
Service Manager	SM
Service Delivery Manager	SDM
Fujitsu Service Center (Fujitsu Service Center)	FSC or Fujitsu SC

■ Trademark Registration

- VMware, VMware product names and terminology are registered trademarks or trademarks of VMware, Inc., in the United States and/or other countries.
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- Proper nouns such as company name and product name described are trade names, registered trademarks or trademarks of each company.
- In addition, the company name, system name, product name, etc. described in this material and the material referred to in this material are not necessarily accompanied by the trademark indication.
- "ProjectWEB" is a registered trademark of Fujitsu Co., Ltd. in Japan.

1. Definition of Operation and Maintenance Services

The purpose of this chapter is to specify the purpose and scope of the service and to provide stable operation and maintenance services without deviating from it. This chapter clarifies the operation and maintenance services based on the scope of the contract.

1.1. Objectives and Goals of Operation and Maintenance Services

1.1.1. Objectives of Operation and Maintenance Services

Defined in Project

Describe the objectives of the Services from a customer perspective.

The objectives of operation and maintenance services are defined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

The <Customer System Name> managed by the <Customer Name> shall be properly operated, and reliable services shall be provided to the users (User), and operation and maintenance operations shall be carried out for smooth operation.

1.1.2. Goals of Operation and Maintenance Services

Describe the goals, expected benefits and targets to achieved of operation and maintenance service from the customer's perspective.

The objectives of operation and maintenance services are determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

The objective of this operation and maintenance service is to achieve the expected effects and service levels agreed by Fujitsu to <Customer Name> in terms of availability, security, performance and quality of support work.

Expected effect is ● ●.

The specific service level objectives are described in "1.6.7 Service Level Objectives".

1.2. Operation and Maintenance Requirements

Defined by project

Describe the requirements presented by the Customer as a prerequisite of this operation and maintenance service.

1.2.1. Individual Requirements and Restrictions

Describe the conditions requested or presented by the customer.

Describe conditions that must be met, such as laws and regulations, contract terms, and customer submission schedules.

If any of the following applies, indicate that "My Number Act" is applicable.

- Handling specific personal information (My Number).
- Develop a system for handling specific personal information (My Number).

It should be described in this implementation plan without referring to a separate document.

The Individual requirements and restrictions of this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

- Select a project manager from the development personnel.
- The number of permanent workers shall be two during the period in which they are stationed.
- The person in charge of the work always registers the vein authentication and enters and leaves the server room by the vein authentication system.
- Do not connect the portable device to the customer LAN.

1.2.2. Individual Requirements for Security

Any specific security requirements (Customer-specified rules and other specific rules to be observed) are identified here.

(1) Rules specified by your company

Describe customer-specified rules.

If our rules are stricter than the rules specified by the customer, we will follow ours. In this case, however, the customer rules are communicated to the project members.

The individual required items regarding the rules specified by your company of this service is determined below.

<input type="checkbox"/> No rules specified by your company	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> No rules specified by your company	
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: ○○株式会社セキュリティポリシー
<input type="checkbox"/> As follows	

(2) Other specific requirements

In addition to the rules specified by the customer, describe the following specific rules should be observed, if any.

- Specific rules for the designation of consignors.
- Rules specified by Fujitsu departments.
- Department-specific rules based on past security incidents.
- Matters to be observed in relevant industries.

The security individual requirements of the operation and maintenance services and its other individual requirements are defined below.

<input type="checkbox"/> No other specific requirements	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> No other specific requirements	
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: ヘルスケアSEの心得とマナー ○○部ルールブック
<input type="checkbox"/> As follows	

1.3. Input

1.3.1. Reference Document List

Defined by Project

A list of documents to be referred to in operation and maintenance and their storage locations are described.

The storage destination describes the hierarchy and path in detail.

The reference document list of this reference is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

File	Storage Location	path
1 2 3 4 5 ←Folder Hierarchy		
○○○Project		
01_Sharing		
01_Customer Supplies	Share Point	https://fujitsu.sharepoint.com/sites/...
01_Customer Requirements	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Current System Assets	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Operation and Maintenance Plan	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Other Inputs	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Project Planning		
01_Project Plan Document	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Project Planning Related Procedures Document	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Schedule		
01_Annual Schedule	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Monthly Schedule	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Daily Schedule	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Maintenance Detail Schedule	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Test Plan Document	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Rules, Manuals and Procedures		
01_Terms of Operation	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Operation and Maintenance Manual	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Workflow Sheet	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Work Plan Sheet	Share Point	https://fujitsu.sharepoint.com/sites/...
05_Operation Procedure Manual		
01_1-1_Service Desk Operation	Share Point	https://fujitsu.sharepoint.com/sites/...
02_1-2_Q&A Response	Share Point	https://fujitsu.sharepoint.com/sites/...
03_2-1_Routine Operation	Share Point	https://fujitsu.sharepoint.com/sites/...
04_2-2_Monitoring Operation	Share Point	https://fujitsu.sharepoint.com/sites/...
05_3-1_Trouble Response	Share Point	https://fujitsu.sharepoint.com/sites/...
06_3-2_Issue Response	Share Point	https://fujitsu.sharepoint.com/sites/...
07_3-3_Change and Release Response	Share Point	https://fujitsu.sharepoint.com/sites/...
08_4-1_Routine Request Response	Share Point	https://fujitsu.sharepoint.com/sites/...
09_4-2_Request and Complaint Response	Share Point	https://fujitsu.sharepoint.com/sites/...
10_5-1_Preventive Maintenance	Share Point	https://fujitsu.sharepoint.com/sites/...
11_6-1_Education and Training	Share Point	https://fujitsu.sharepoint.com/sites/...
06_Template Format	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Project Management		
01_Incident Management Register	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Problem and Issue Management Register	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Risk Management	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Release Management Register	Share Point	https://fujitsu.sharepoint.com/sites/...
05_Others	Share Point	https://fujitsu.sharepoint.com/sites/...
05_Report		
01_Daily Report	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Monthly Report	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Annual Report	Share Point	https://fujitsu.sharepoint.com/sites/...
04_Work Report	Share Point	https://fujitsu.sharepoint.com/sites/...
05_Investigation Report	Share Point	https://fujitsu.sharepoint.com/sites/...
06_Others	Share Point	https://fujitsu.sharepoint.com/sites/...
06_Review and Test Records		
01_Review Record Sheet	Share Point	https://fujitsu.sharepoint.com/sites/...
02_Test Failure Sheet	Share Point	https://fujitsu.sharepoint.com/sites/...
03_Test Specification and Result	Share Point	https://fujitsu.sharepoint.com/sites/...

File	Management Type	path
1 2 3 4 5 ←Folder Hierarchy		
○○○Project		
01_Sharing		
01_Deliverables for Configuration Management Target_Ver.XX		
01_RD		
01_System Requirements Definition Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
02_Operation and Maintenance Summary	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
03_Overall Overview	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
02_UI		
01_User Interface Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
02_Database Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
03_Application Method Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
04_Application Environment Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
05_System Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
06_System Environment Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
07_System Environment Introduction Plan	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
08_System Configuration Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
09_Operation and Maintenance Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
03_SS		
01_Process Structure Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
02_System Environment Construction Manual	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
04_PS		
01_Program Design Document	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
05_PG		
01_Source Program	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
02_Load Module	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
06_Development Standard	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...
07_Hard, OS, and PP Asset Information	Project WEB	https://pishr170.soln.jp/XXXXXX/pjwebroot/ ...

1.3.2. Other Inputs

Defined by project

- | Provide input information other than the list of documents used by the project.
 - | • Program source modules, etc. inherited from the SI project.
 - | • Assets associated with past systems.
 - | • "Guidelines for Confirmation of System Requirements in System Development for My Number" (Specific Personal Information (My Number) Handling System Development)
 - | The items to be handed over from the SI project (remaining issues such as temporary operational restrictions and additional or changed requirements) shall be clarified, and they shall be securely managed until they are resolved by "Internal Edition 1.4. Incident Management", "Internal Edition 1.8 Issue Management", "Internal Edition 1.9 Internal Issue Management".
 - | In addition, plan to ensure that operational restrictions are communicated to all project members in an "Internal Edition 2.3. Dissemination of Information".
 - | **Reference:** SBN 100 003, the common standard for SBN standards, for the development of My Number compliant systems.
 - | Confirmation guideline for meeting system requirements Storage location SBN site (FJ Quality Assurance Division)
- The input information other than documents of this service is specified below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

Input Details	Storage	Path
Project Source	ProjectWEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/...
Module	ProjectWEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/...
Previous System Assets	ProjectWEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/...
My Number Support Guideline	ProjectWEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/...

1.4. Operation and Maintenance Service Period

Defined by Project

- Describe the period of operation / maintenance service.
 The period of termination should be described in consideration of the fiscal year and contract period.
- The applicable period of the operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

The period from April 1, 20 XX to March 31, 20 XX shall be considered as the period of operation, and the extension of the period of operation and maintenance shall be determined three months prior to the termination date.

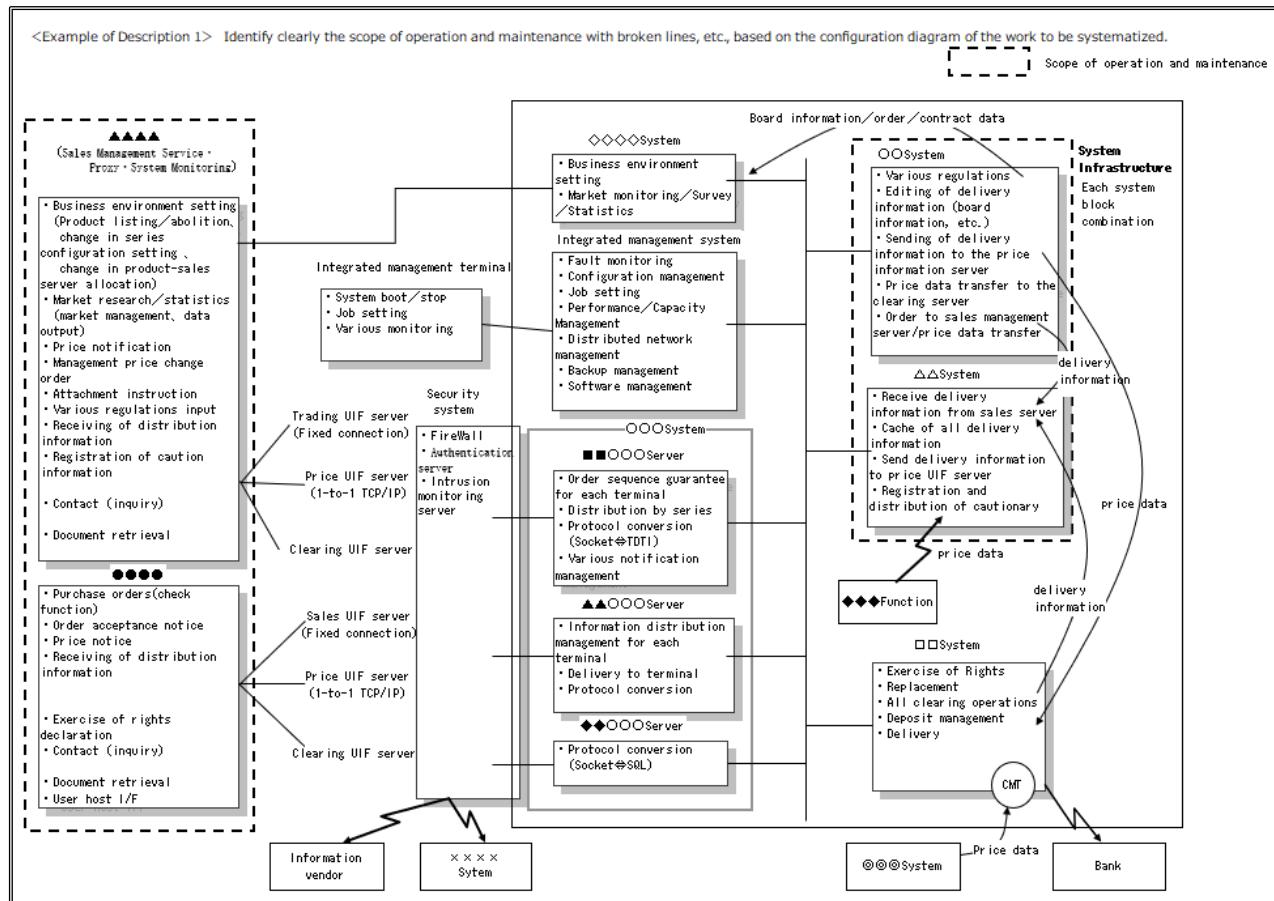
1.5. Scope of operation and maintenance

Defined by project

1.5.1. Business Function Configuration

- Describe the customer's overall business or related business.
 If it is not necessary to describe the target business, select the not applicable.
- The structure of business functions of the operation and maintenance service is determined below.

<input type="checkbox"/> Not applicable	
<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	



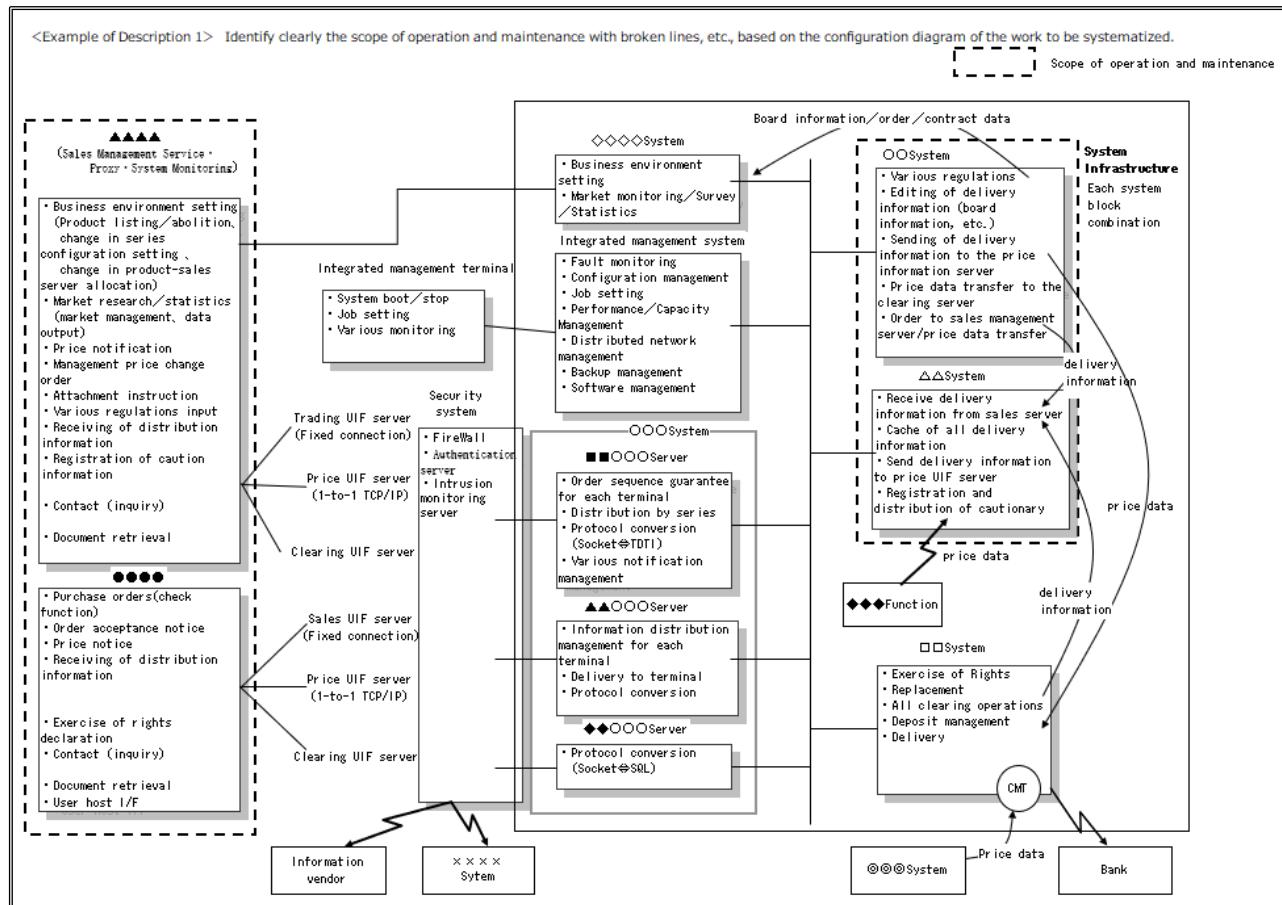
1.5.2. Scope of Business

Describe the target business of the operation / maintenance service.

If it is not necessary to describe the target business, select the not applicable.

The operation scope of the operation and maintenance service is determined below.

<input type="checkbox"/> Not applicable	
<input type="checkbox"/> Follow document described on the right	Name of Document
<input checked="" type="checkbox"/> As follows	

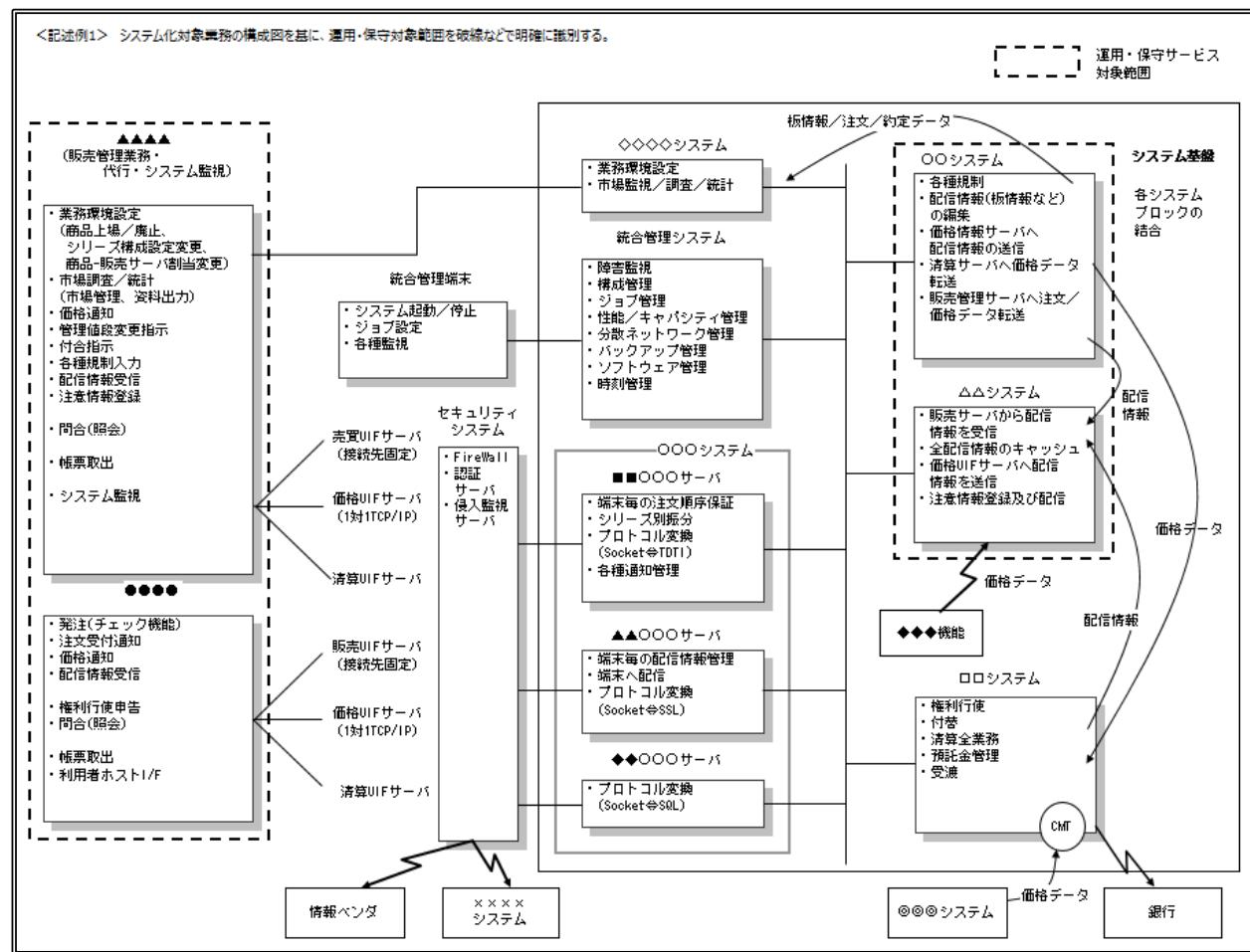


1.5.3. Target Systems

- | Clarify the entire system and the target system for operation and maintenance services.
- | If an interface is present, data to be associated with other systems should be described.
- | If there is additional development (Add-ons, scripts, etc.), it should be described together in this chapter. (If a separate document exists, kindly refer to it.)

The system to be operated and maintained for this service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	



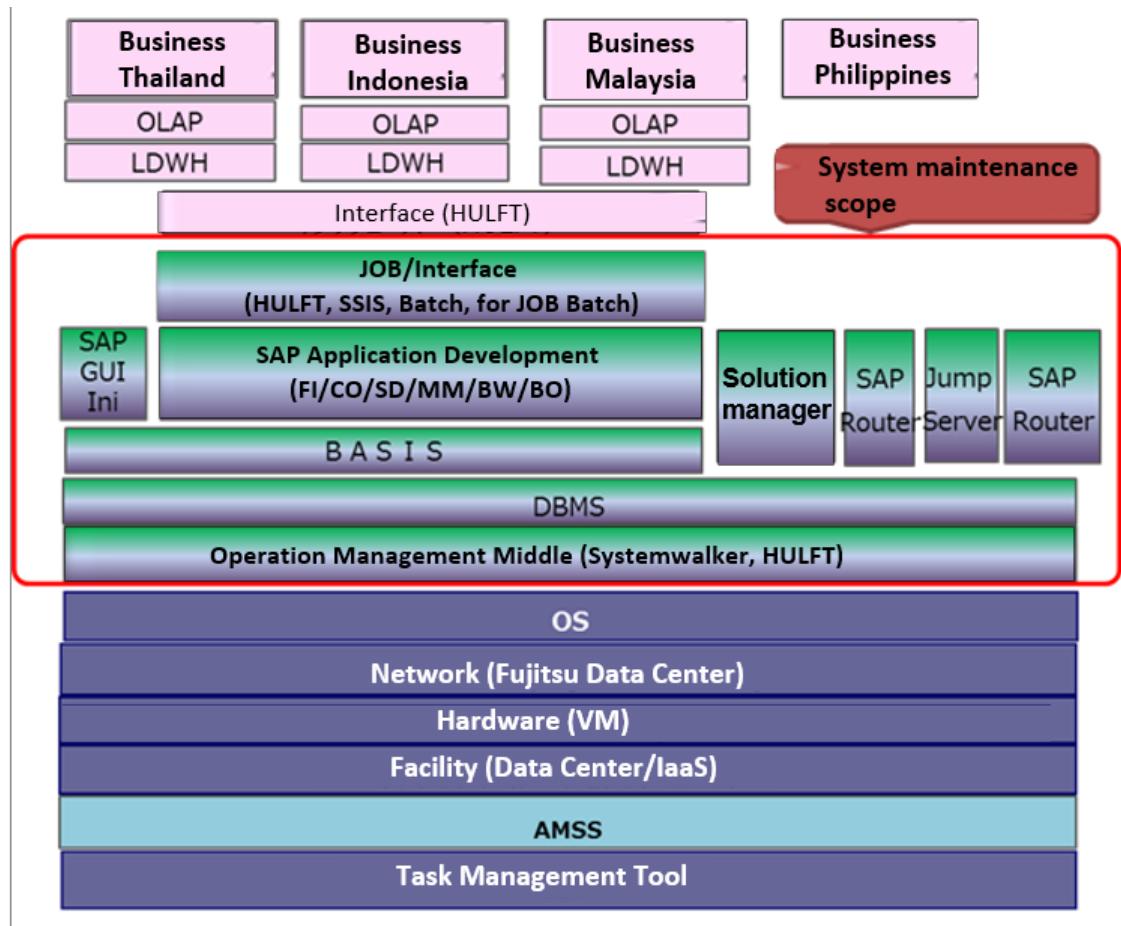
<Example of description 2> Describe a list of business systems subject to operation / maintenance services. Other than the following items are not applicable.

Item Number	Target Business System Name
1	resident record
2	national pension
3	resident tax
4	property tax
5	National Health Insurance Tax (levy)
6	tax receipt

<Example of description 3> Describe a list of companies subject to operation / maintenance services. Other than the following items are not applicable.

Country	Company name	Alias	Business	Company Location
Thailand	XX	AAA	Production/Sales	Bangkok
	YY	BBB	Sales	
Indonesia	ZZ	CCC	Production/Sales	Jakarta
	XX	DDD	Sales	

<Example of description 4> Based on the system layer diagram, clearly identify the scope of this operation / maintenance service in practice.



1.5.4. List of Scope during a Package Additional Development

Describe the operation and maintenance scope.

If it is SAP AMS, the description is mandatory, and if the package is used, it is also described in the custom AMS.

If there are items excluded on the scope, put a check on the "Not Applicable" and remove the chart/explanation below "as follows".

The list of scope during a package additional development of this operation and maintenance service is determined below.

※A package is a software product that is mainly applied for standard businesses. (SAP, etc.)

<input type="checkbox"/> Not applicable		
<input type="checkbox"/> Follow document described on the right	Name of Document:	アドオンプログラム一覧
<input checked="" type="checkbox"/> As follows		

Additional development: list of add-on programs

<input type="checkbox"/> Not applicable		
<input type="checkbox"/> Follow document described on the right	Name of Document:	アドオンプログラム一覧
<input checked="" type="checkbox"/> As follows		

Additional development: Customization List

<input type="checkbox"/> Not applicable		
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	カスタマイズ一覧
<input type="checkbox"/> As follows		

Additional development: Definition Body List

<input type="checkbox"/> Not applicable		
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	定義体一覧
<input type="checkbox"/> As follows		

Additional Development: List of Scripts

<input type="checkbox"/> Not applicable		
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	スクリプト一覧
<input type="checkbox"/> As follows		

Additional development: List of Configuration Files

<input type="checkbox"/> Not applicable		
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	設定ファイル

As follows

1.5.5. Scope Document

Clarify the storage destination (Folder) at a level where the name of the operation and maintenance document can be specifically identified.

Since the following quality records must be kept, the storage location should be specified.

- Records of meetings with customer
- Records of requirements review results and corresponding to the points pointed out
- Records of the results of the review of design documents and work procedures and the items pointed out.
- Records corresponding to specification changes
- Records of delivery judgement and production release decisions and approvers
- Records of the results of the progress meeting and the response to the issues
- Records of failures and failures response.

Further, a management type is identified for each storage destination, and a document approver is specified for a document management object.

In addition, from the viewpoint of information security, classification of access rights and confidential information is determined.

By creating folders as defined here and managing assets under them, the functions of the conventional document management ledger and record management ledger can be replaced.

The document of this operation and maintenance service is specified below.

[Access permission]○ : Update allowed, △ : For reference only, ✕ : Access denied
 [Access permission - manager]project manager and responsible person. However, ✕1 is configuration manager

Asset management server storage location		Management type	Document authorized by	Access permission			Information classification
				Manager	Developers	Customer	
1	2	3	4	5	←Folder hierarchy		
○	○	○	Project*				
	01	Common					
	01	Client provisions					
	01	Client requirements	Document management	(Receipt) project manager	△	△	△
	02	Current system assets	Document management	(Receipt) project manager			
	03	Business and maintenance plan	Document management	(Receipt) project manager			
	04	Other inputs	Document management	(Receipt) project manager			
	02	Project plan					
	01	Project plan document	Document management	Responsible person for the project	○	△	△
	02	Project plan related procedures manual	Document management	Responsible person for the project			
	03	Schedule					
	01	Annual schedule	Document management	project manager			
	02	Monthly schedule	Document management	project manager			
	03	Daily schedule	Document management	project manager			
	04	Detailed maintenance schedule	Document management	project manager			
	04	Test plan	Document management	project manager			
	03	Terms/Manual/Procedure					
	01	Operation terms	Document management	project manager			
	02	Operation and maintenance manual	Document management	project manager			
	03	Work procedures manual	Document management	project manager			
	04	Template format	Document management	Responsible person for the project			
	04	Project operation			○	○	○
	01	Incident management ledger	Record management	—			
	02	Problem and issue management ledger	Record management	—			
	03	Risk management	Record management	—			
	04	Release management ledger	Record management	—	※1		
	05	Others	Record management	—			
	05	Report					
	01	Daily report	Record management	—			
	02	Monthly report	Record management	—			
	03	Annual report	Record management	—			
	04	Work report	Record management	—			
	05	Investigation report	Record management	—			
	06	Others	Record management	—			
	06	Review and test record					
	01	Review record sheet	Record management	—			
	02	Test failure sheet	Record management	—			
	03	Test specification results	Record management	—			
	07	Configuration management deliverables_Ver.XX			○	○	△
	01	RD					
	01	System requirement definition	Configuration management	project manager			
	02	Operation and maintenance summary	Configuration management	project manager			
	03	Overall overview chart	Configuration management	project manager			
	02	UI					
	01	User interface design specification	Configuration management	project manager			
	02	Database design specification	Configuration management	project manager			
	03	Application design specification	Configuration management	project manager			
	04	Application environment specification	Configuration management	project manager			
	05	System design specification	Configuration management	project manager			
	06	System environment specification	Configuration management	project manager			
	07	System environment introduction plan	Configuration management	project manager			
	08	System configuration design specification	Configuration management	project manager			
	09	Operation and maintenance design specification	Configuration management	project manager			

【Access permission】○ : Update allowed, △ : For reference only, × : Access denied
 【Access permission - manager】project manager and responsible person. However, ★1 is configuration manager

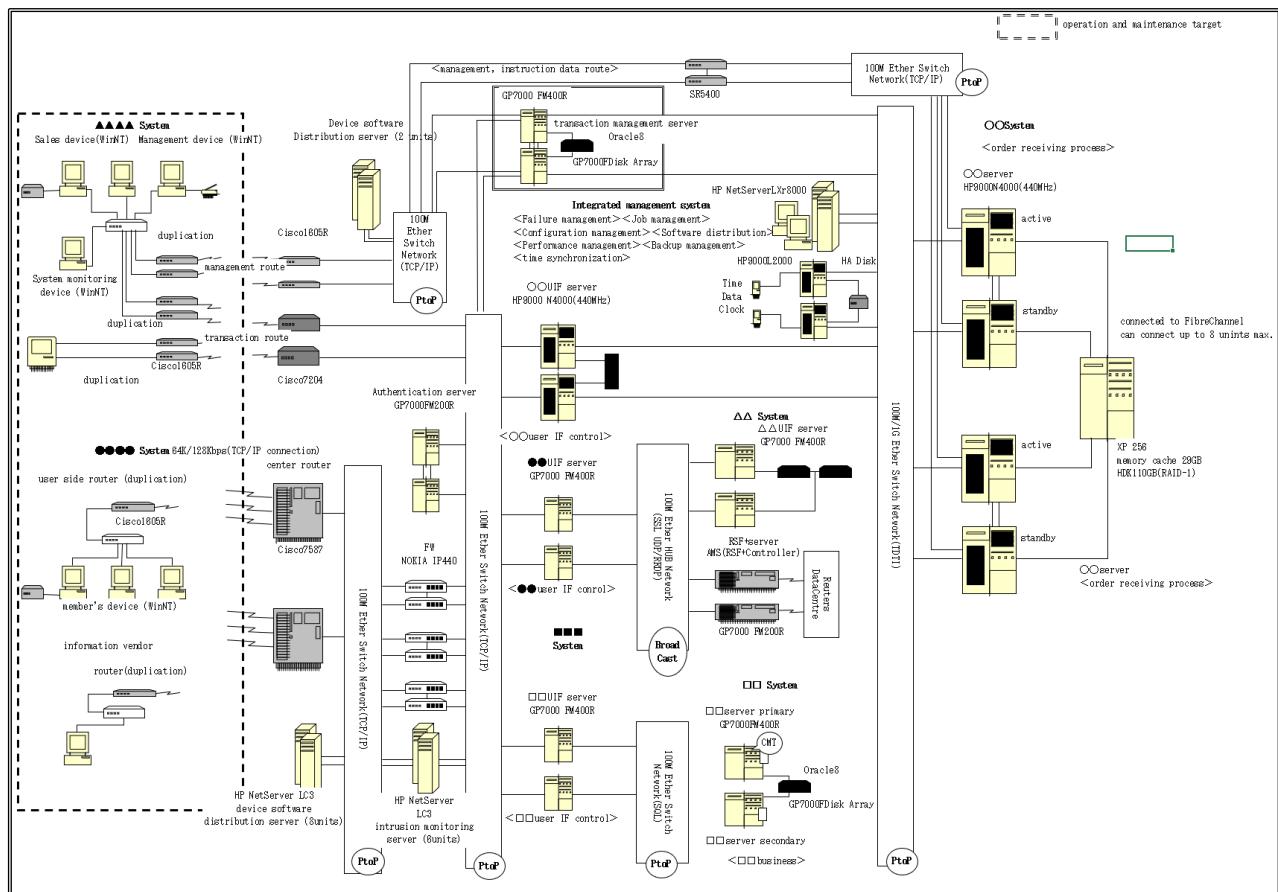
	03_SS			○	○	△	C o n f i d e n t i a l f r o m u n r e l a t e d
	:01_Process structure design specification	Configuration management	project manager				
	:02_Building system environment procedures manu	Configuration management	project manager				
	04_PS						
	:01_Program design specification	Configuration management	project manager				
	05_PG						
	:01_Source program	Configuration management	project manager				
	:02_Load module	Configuration management	project manager				
	06_Development standard	Configuration management	project manager				
	:07_Hardware / OS / PP asset information	Configuration management	project manager				
	02_Internal and partner companies			○	○	×	
	:01_Project operation						
	:01_Progress management	Record management					
	:02_Quality management	Record management	—				
	:03_Issue management	Record management	—				
	:04_Q&A management	Record management	—				
	:05_Risk management	Record management	—				
	:06_Security management	Record management	—				
	:07_Cost management	Record management	—				
	:08_Minutes from the meeting	Record management					
	:09_Educational implementation record	Record management	—				
	:10_Back up implementation record	Record management	—				
	03_Internal			○	×	×	
	:01_Quotation and contract related						
	:01_Quotation	Document management	Responsible person for the project				
	:02_Contract	Document management	Responsible person for the project				
	:03_PA meeting record	Record management	—				

1.5.6. System Configuration

- I The system configuration diagram of this operation and maintenance service is determined.
- I If you need to describe the system you are interfacing with or its relationship to another system, you can surround it with a dotted line to clarify the scope.
- I If you do not need to describe the system configuration, select Not applicable.

The system configuration of this operation and maintenance service is determined below.

<input type="checkbox"/> Not applicable			
<input type="checkbox"/> Follow document described on the right	Name of Document:		
<input checked="" type="checkbox"/> As follows			



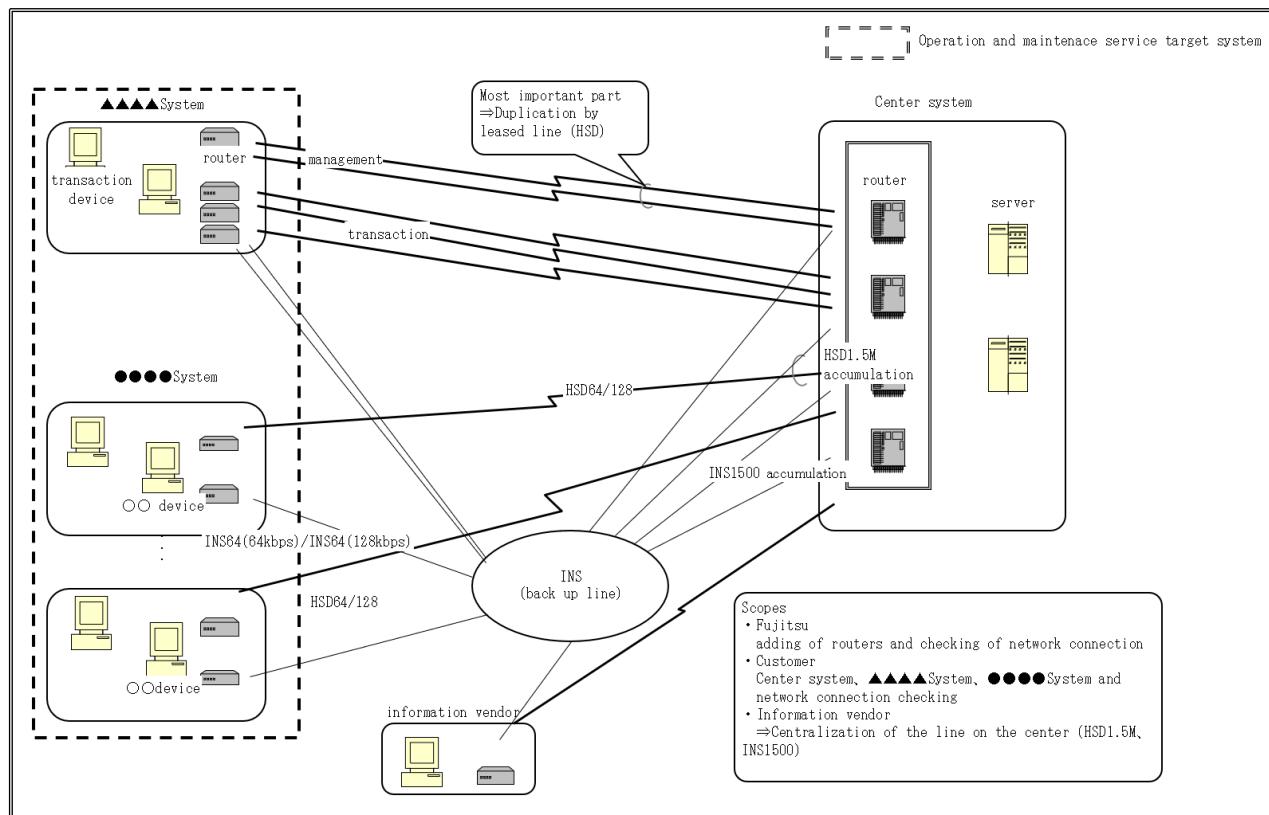
1.5.7. Network Configuration

It describes the network configuration subject to this operation and maintenance service and clarify the scope of operations and maintenance.

If the network configuration is not required, select Not Applicable.

The network configuration of this operation and maintenance service is specified below.

<input type="checkbox"/> Not applicable	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	



1.5.8. List of Hardware and Software

- Determine the list of hardware and software included in the scope of this operation and maintenance service.
- Describe the hardware specifications, together with the version and level of the software.
- Also describe the software and solutions required for the service operation (Example: Service Management Tools)
- If the list of hardware and software is not required, select "Not applicable".

The list of hardware/software used for this operation and maintenance service is determined below.

<input type="checkbox"/> Not applicable		
<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input checked="" type="checkbox"/> As follows		

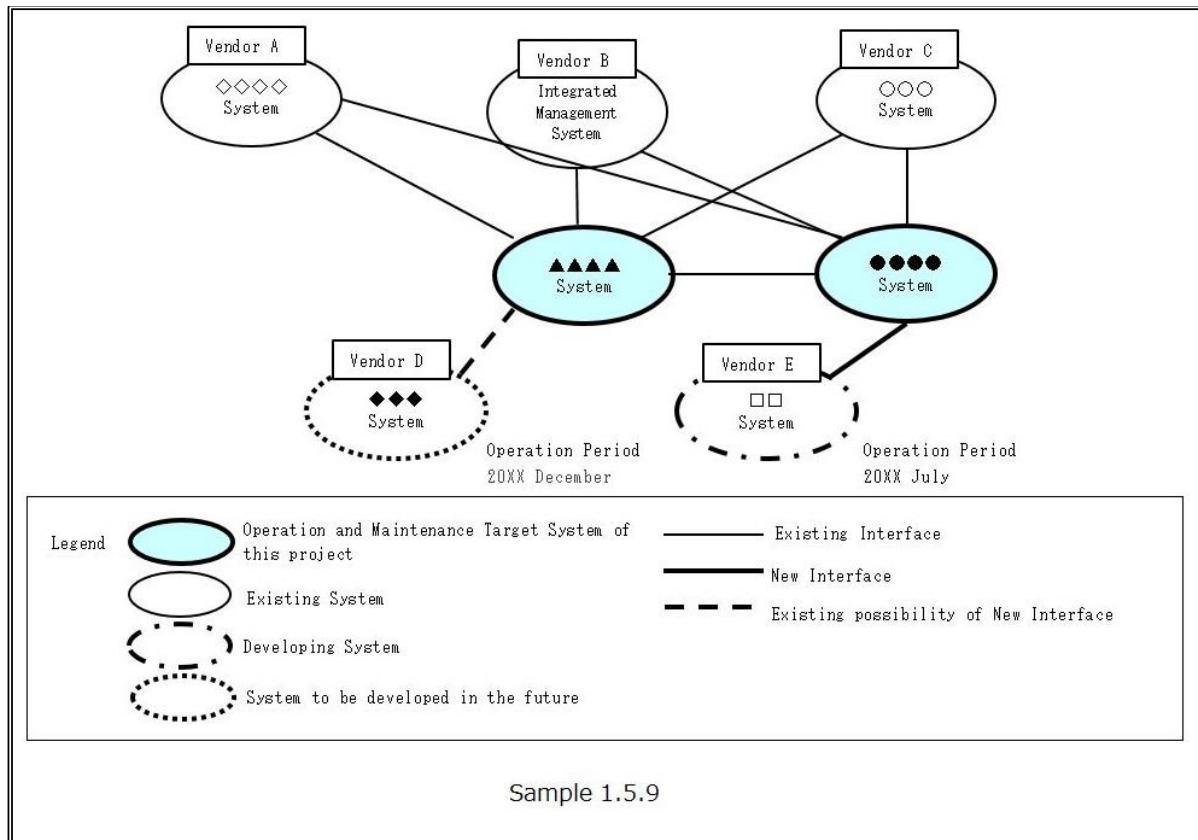
System	Use	Hardware					Software			V/L
		Model name (Notes)	Component	Quantity/capacity	Units	※	Type	Name	※	
System	Web server	PRIMERGY RX600 (Duplicate Web server. Selected RAID5 for possible active maintenance)	CPU MEM HDD	2CPU 2[GB] 146.8[GB]	× 2	N e w	OS Middle	RedHat Linux Advanced Server apache (can be bundled with Interstage) Systemwalker Centric MGR (Agent)	N e w	V○
	AP server	PRIMERGY RX600 (Duplicate AP server. Selected RAID5 for possible active maintenance)	CPU MEM HDD	2CPU 2[GB] 146.8[GB]	× 2	N e w	OS Middle	RedHat Linux Advanced Server Interstage Application Server Interstage Charset MGR Oracle NetService Systemwalker Centric MGR (Agent)	N e w	V○ ○.○ ○.○ 10.2.○ V○
	DB server	PRIMERGY RX800 (DB server has cluster configuration. Selected RAID1 to reduce cost. Connect to storage device)	CPU MEM HDD	4CPU 4[GB] 73.0[GB]	× 2	N e w	OS Middle	RedHat Linux Enterprise Server ETERNUS Multipath Driver Entry Model PRIMECLUSTER HA Server PRIMECLUSTER Wizard for Oracle Oracle 10g Enterprise Edition Systemwalker Centric MGR (Agent) Systemwalker Operation MGR EE	N e w	V○ ○.○ ○.○ ○.○ 10.2.○ V○ V○
	Storage device	ETERNUS 3000 model 100 (Fiber channel / multipath connection, DE 73.0[GB]/15Krpm×5)	HDD DE number	292.0[GB] 2 sets	× 1	N e w	reliability function	with advanced / copy function (EC/OPC)	N e w	○.○
	Monitoring server	PRIMERGY RX200S2 (monitoring server has single configuration)	CPU MEM HDD	1CPU 2[GB] 73.0[GB]	× 1	N e w	OS Middle	RedHat Linux Advanced Server Systemwalker Centric MGR (MGR)	N e w	V○ V○

1.5.9. Other System Interface

- | Describes the other system on which the interface resides.
- | For other systems, whether the system is existing, under development, or planned to be developed in the future is described.
- | At the same time, described the vendor in charge of the system.
- | If it is not necessary to describe other system-related diagrams, select "Not applicable".

The interface with other systems for this service is defined below.

<input type="checkbox"/> Not applicable		
<input type="checkbox"/>	Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows		



1.5.10. List of Other System Person in Charge

The vendor responsible for the other system is described. Even the person in charge at the vendor side will be clarified, but since it is confidential information, we will refer to the attached sheet and agree with the customer about the storage location of the attached sheet.

If it is not necessary to describe the person in charge of the other system, select "Not applicable".

The person in charge of the other system in this operation and maintenance is determined below.

<input type="checkbox"/> Not Applicable	
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 他システム担当者一覧

1.5.11. Deliverables

Describe the name and timing of the deliverables which are mutually agreed.

The deliverables and their names are synchronized with the content and terms & conditions of the contract document.

The deliverables for this service are specified below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

Deliverable Name	Task Timing	Storage	Path
Operation/Maintenance Reports	End of month	SharePoint	https://fujitsu.sharepoint.com/sites/...

1.6. Service Definition

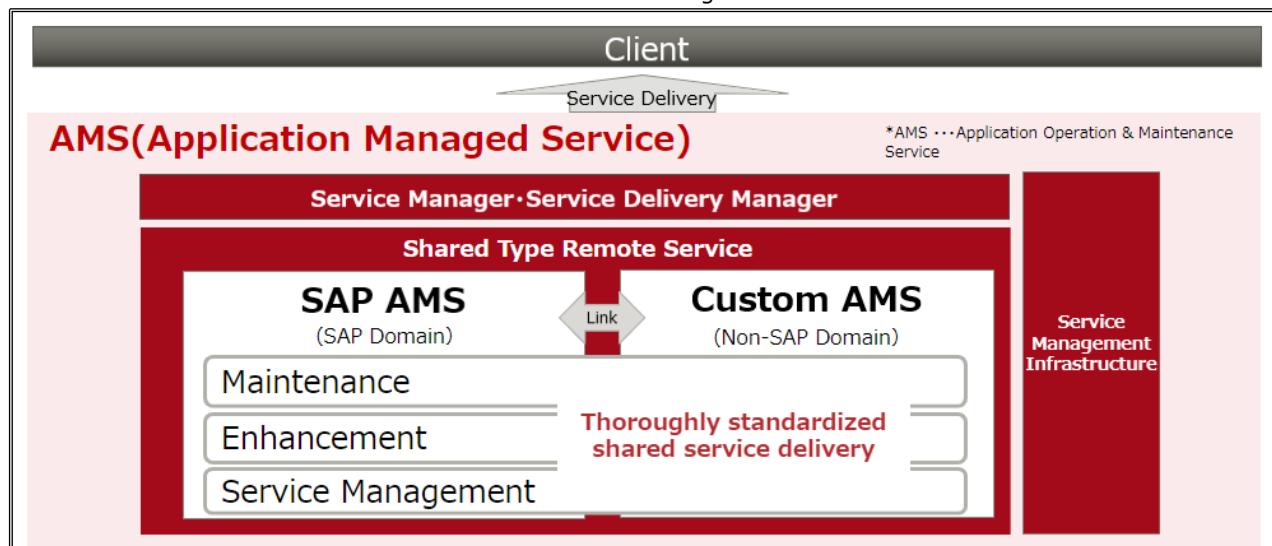
The overall outline of the services, the services covered by the Customer's contract, the hours of service, date of service, and language of service shall be determined.

1.6.1. Overall Service Picture

The overall service picture of this operation and maintenance service is defined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

Performs thorough standardization of operation and maintenance support and provides a stable operation and maintenance based on the shared remote service usage environment.



※Shared Remote Services: Shared Resources and Service that connects remotely but not permanently.

1.6.2. Service List

- Identify target services agreed with customers.
 - Select the target from the following list of services. (Selected for standard services)
 - Check when selecting an optional service.
- The list of services with regards to this operation and maintenance service is determined below.
※Refer to "1.6.3. Service Item Description" for the details of each service

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

Service Category		Service	Target Scope	Standard/Option/Individual Estimation
Maintenance	Service Desk	Service Desk	<input type="checkbox"/>	Option
	Inquiry	Inquiry Response	<input checked="" type="checkbox"/>	Standard
	Failure Response	Failure Response	<input checked="" type="checkbox"/>	Standard
		Problem Response	<input checked="" type="checkbox"/>	Standard
	Work Request	Requested Work (Routine)	<input checked="" type="checkbox"/>	Standard
		Requested Work (Non-Routine)	<input checked="" type="checkbox"/>	Standard
	Routine Work	Monitoring	<input type="checkbox"/>	Option
		Regular Operation	<input type="checkbox"/>	Option
Enhancement	Various Investigation		<input checked="" type="checkbox"/>	Standard
	Modification (Small Scale)		<input checked="" type="checkbox"/>	Standard
	Improvement (Small Scale)		<input checked="" type="checkbox"/>	Standard
	Modification/Improvement (Large Scale)		—	Individual Estimation
Service Management	Service Level Management		<input checked="" type="checkbox"/>	Standard
	Incident Management		<input checked="" type="checkbox"/>	Standard
	Problem Management		<input checked="" type="checkbox"/>	Standard
	Enhancement Management		<input checked="" type="checkbox"/>	Standard
	Change Management		<input checked="" type="checkbox"/>	Standard
	Operation Report		<input checked="" type="checkbox"/>	Standard
	Issue Management		<input checked="" type="checkbox"/>	Standard
	Operational Improvement		<input type="checkbox"/>	Option
	Capacity Management		<input checked="" type="checkbox"/>	Standard
	Development/Verification Management		<input type="checkbox"/>	Option
	Configuration/Asset Management		<input type="checkbox"/>	Option
	Security Management		<input type="checkbox"/>	Option
	Preventive Maintenance		<input type="checkbox"/>	Option
	Education		<input type="checkbox"/>	Option
	Billing Management		<input type="checkbox"/>	Option
	Operation Management		<input type="checkbox"/>	Option

1.6.3. Service Description

(1) Maintenance (Common)

① Service Desk

- Accept tasks like inquiry, failure notifications, requested work, etc. as a service desk and assign the task to the appropriate team according to the task content. Respond and report to the inquirer/requester based on the response results of the assigned team.

(2) Maintenance (Inquiries)

① Inquiry Response

- Confirm existing specifications, the operation method, the confirmation of the output result and the operation method of the system in scope.
※ Inquiries on the premise of business changes, system modifications, and data corrections will be handled as "Various Investigation" tasks. If the content above is accepted as "Inquiry Response", it shall be switched and handled as "Various Investigation".

(3) Maintenance (Failure Response)

① Failure Response

- Receive a failure occurrence notification from your company's information system department or an error notification of a monitoring event, identify the range of influence of the occurrence event, directly investigate the cause, and perform primary failure recovery. The target refers to something that leads to unexpected interruption of IT services or deterioration of IT service quality such as the following events.
Example) Unscheduled stoppage of night jobs, server down, slow response of online functions, etc.
※ Primary recovery is the response until recovery to a state where there will be no business impact.
※ This service covers up to the primary recovery. Root cause investigation and permanent response will be handled under "Problem response".

② Problem Response

- After "Failure Response", investigate the root cause of the failure and develop/implement a permanent response (Measures to prevent recurrence).
※ When implementing a permanent response such as a program modification, a change request related to "Problem Response" will be created and handled.

(4) Maintenance (Requested Work)

① Requested Work (Routine)

- Triggered by a client's request, this request is performed in the production environment.
Target are tasks/work classified as [Requested Work (Routine)] in the [Routine Work List].
They will be carried out according to predetermined procedures.

② Requested Work (Non-Routine)

- Triggered by a client's request, the request is performed in a production environment.
- Target are tasks/works that are not listed in the [Routine Work List].
- Procedure will be created and implemented each time depending on the request content.
- ※ In addition, work that involves system modification / improvement will be handled as "Modification" and "Improvement".

(5) Maintenance (Routine Work)

① Regular Operation

- Operations that need to be conducted periodically (yearly, monthly, weekly, daily, etc.) must be implemented according to the predetermined procedure. Target are operations that are classified as [Regular Operation] in the [Routine Work List].
- These will be carried out according to predetermined procedures.

② Monitoring

- Monitor system operation status and detect events. Check the situation when there is an event detected and respond after it. (When there is an error on the event, handle it with "Failure response" according to the content).

(6) Enhancement

① Various Investigation

- In response to an investigation request from your information system department, we will respond to inquiries outside the scope of inquiries.
- Example) Preliminary Investigation for Modification and Improvement (request fulfillment method, system change scope, change volume investigation), etc.

② Modification (Small Scale)

- Take the request as a trigger to remove practical obstacles in the existing system function/s, modification of programs and parameters to maintain current function level.
- Example) Bug fixes and consumption tax rate changes
- ※ Small-scale and large-scale judgment criteria are defined after agreement with the customer.

③ Improvement (Small Scale)

- Using your company's request as a trigger, add/change new programs or parameter settings to add new functions and improve functions.
- Example) Add new forms
- ※ Small-scale and large-scale judgment criteria shall be defined after agreement with the customer.

④ Modification and Improvement (Large Scale)

- For modification and improvements considered as large-scale (matters that cannot / cannot be handled as part of operation/maintenance), The PJ will provide the individual estimation.

※Small-scale and large-scale criteria shall be defined after agreement with the client.

(7) Service Management

①Service Level Management

- Set service level objectives and measure, evaluate, report, and improve performance against the goals.

②Incident Management

- Define "inquiry response", "failure response ", "requested work (routine)", and "requested work (non-routine)" as incidents. This manages the assignments, priorities, deadlines, progress, and response processes.

③Problem Management

- Define the root cause of the failure as a problem and manage assignments, priorities, delivery date, progress, and processes to solve the problem (Root Cause Investigation - Permanent Response).

④Enhancement Management

- "Various Investigation", "Modification (small scale)", "Improvement (small scale)", and "Modification / Improvement (large scale)" are defined as enhancements, perform the management of assignments priority, delivery date, progress, and processes.

⑤Change Management

- Manage tasks that involve system changes among incidents and enhancements. This manages implementation decisions, change plans, progress according to the plans.

⑥Operation Report

- Usually reports the system operation conditions.

⑦Issue Management

- To manage issues that occur in operation and maintenance services. Issues are managed in the issue management list, and how to handle the issue will be discussed. Incidents can be raised and handled as necessary.
(Example) Raise an incident as "Requested work (non-routine)" to respond to the issue.

⑧Capacity Management

- To analyze and evaluate the capacity (resource usage) condition and propose improvements.

⑨Billing Management

- When the contract type is fixed + pay-per-use system, the actual/forecast management need to be done for the pay-per-use portion. (Advance purchase system for work ticket).
Actual/forecast management will be done based on work estimation, issued quotation, approval request for work implementation, and actual work based on approved work.

⑩Operational Improvement

- This is conducted based on the results of interviews with clients (System user department, Information system department) and analysis of tasks and issues arising from operations and maintenance, make proposals for operational improvements related to operations and systems.

⑪Development Environment Management

- Manages changes in the development/staging environment.

⑫Configuration/Asset Management

- Carry out regular inventory management of configuration/assets, record changes (place of change, date of change, person who made the change, changed content, etc.) made on the document/programs at the time of change and release, and manage the library management (lending, returning, and versioning application assets).

⑬Security Management

- Apply security patches and collect and analyze security-related logs to evaluate whether the security level has been achieved. In addition, when a security failure occurs, there will be cooperation with a specialized unit to deal with it.

⑭Preventive Maintenance

- To prevent the occurrence of a failure by correcting a potential failure.

⑮Education

- To concretize the educational plan for clients and manage the progress and issues of the implementation of the education.

⑯Operation Management

- Confirm whether the system is operating according to the operation schedule and analyze/evaluate the operation results.

1.6.4. Service Delivery Time/Service Reception Time, Provision Date

When setting separately from the standard, enter it in the individual column of your company.

If you want to adopt your company's uniqueness, delete the standard with a strikethrough.

The service delivery time, service reception and delivery date used in the operation and maintenance service is specified below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

	Standard	Unique to your company
--	----------	------------------------

Service Delivery Time	9:00～17:30(JST)	
Service Reception Time	9:00～12:00, 13:00～17:00(JST)	
Delivery Time	Weekdays (calendar day) ※ Excluding Saturdays, Sundays, national holidays, Golden Week, and year-end and New Year holidays. (Golden Week and New Year's holidays follow the working days of our company)	

1.6.5. Service Delivery Language

When setting separately from the standard, enter it in the individual column of your company.

If you want to adopt your company's uniqueness, delete the standard with a strikethrough.

The language used for this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

	Standard	Unique to your company
Language Used	Japanese, English	

1.6.6. Service Tools

Defined in Project

Several tools are used in this operation/maintenance service.

The tools used in this operation/maintenance service are determined below.

(1) Service Management Tool

When setting separately from the standard, enter it in the individual column of your company.

If you want to adopt your company's uniqueness, delete the standard with a strikethrough.

① Usage Tool

	Standard	Unique for your company
Service Management Tool	TRIOLE for ServiceNow	

② Service Management Tool Operation Procedure

When using a unique tool, determine the material name of the procedures.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right	Document:	TfSnow 利用者向け操作手順書
<input type="checkbox"/> As follows		

③Ways on acquiring the task results using Service Management Tools

Acquire work results to manage the status of regularly scheduled tasks and report to your company. The method of acquiring work results using the service management tool is determined below.

<input type="checkbox"/> Not Applicable		
<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input type="checkbox"/> As follows		

<input type="checkbox"/> Not Applicable		
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	TfSnow 利用者向け操作手順書： 8.5 チケット状況管理(日次管理)
<input type="checkbox"/> As follows		

(2) Document Management Tool

The document management tool used in this operation and maintenance service is determined.

(Project WEB, Alfresco, etc.)

The procedures for using the tool are also determined.

The document management tools and operation manual for storing and managing documents for this operation and maintenance services is determined below.

①Usage Tool

Tool Name : Project WEB

②Document Management Tool Usage Proceure

To define the usage procedure of the tools to be used.

<input type="checkbox"/> Follow the documents Described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow the documents Described on the right	Name of Document:	ドキュメント管理ツール利用手順書
<input type="checkbox"/> As follows		

(3) Remote Communication Tool

Determine the remote communication tools of the customer and our company members, and its usage

The tools to be used as the client's remote connection tools for this operation and maintenance service are determined below.

① Usage Tool

Tool Name : Microsoft Teams

② Remote Communication Tool Usage Procedure

To define ways on how the tools shall be used.

<input type="checkbox"/> Follow the documents Described on the right	Name of Document:	
<input type="checkbox"/> As follows		

<input checked="" type="checkbox"/> Follow the documents Described on the right	Name of Document:	リモートコミュニケーション利用手順書
<input type="checkbox"/> As follows		

1.6.7. Service Level Objective

To set the service level and share to the client.
To define on the "Execution Plan", the following standard targets will be applied unless there are no circumstances.

The service level target of this service is determined below.

<input type="checkbox"/> Follow the document described on the right	Name of Document:	
<input checked="" type="checkbox"/> As follows		

Service menu	Service level item	Target value	Measuring method
Inquiry Response	Response Delivery Date Compliance Rate	100%	Measures whether or the agreed delivery date for each task is met Calculation formula: Compliance rate of response due date = Number of complied tasks (*)/total number of tasks *The number of tasks in which the status on the incident management tool (TfSNow) becomes "Resolved" = < delivery date
Failure Response	Compliance Rate For Target Response Time (Reception Completed)	100%	Measures whether or not each task has complied with "reception completion time" described in "priority definition" Calculation formula: Percentage of compliance with target response time = Number of complied tasks(*)/total number of tasks *The number of tasks in which the status of the Incident Management tool (TfSNow) from "Open" to "Accepted" Time < Calculate from the number of tasks that have reached the reception completion time
	Compliance Rate For Target Response Time (Solution Presentation)	100%	Measures whether or not each tasks has complied with the "solution presentation time" described in "priority definition" Calculation formula: Percentage of compliance with target response time = Number of complied tasks(*)/total number of tasks * The number of tasks in which the status of the Incident Management tool (TfSNow) from "Open" to "Working" Time < Calculate from the number of tasks that have become the solution presentation time

1.7. Service Delivery Environment

Defined by project

The objectives of setting up a service delivery environment is to determine the task environment and to ensure smooth operation of the service management.

This chapter specifies the workplace and management method during operation and maintenance.

The management of the devices/terminals used for the service delivery is determined in the "7.3. Management of Equipment and Media".

1.7.1. Management of the service delivery environment

(1) Service Delivery Location

Define the names and conditions of service locations. Select the site to use.

The name of the workplace and the conditions of use are determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

No.	Division	Base Name	Location	Target
1	Domestic	SSC Tokyo	Ota Ward, Tokyo	<input type="checkbox"/>
2	Domestic	SSC Kansai	Osaka City, Osaka Prefecture	<input type="checkbox"/>
3	Domestic	SSC Shikoku	Nankoku City, Kochi Prefecture	<input type="checkbox"/>
4	Overseas	India Global Delivery Centre (GDC)	Pune	<input type="checkbox"/>
5	Overseas	India Global Delivery Centre (GDC)	Chennai	<input type="checkbox"/>
6	Overseas	India Global Delivery Centre (GDC)	Hyderabad	<input type="checkbox"/>
7	Overseas	India Global Delivery Centre (GDC)	Bengaluru	<input type="checkbox"/>
8	Overseas	India Global Delivery Centre (GDC)	Nioda	<input type="checkbox"/>
9	Overseas	Philippine Global Delivery Center (GDC)	Cebu	<input type="checkbox"/>
10	Overseas	Philippine Global Delivery Center (GDC)	Manila	<input type="checkbox"/>
11	Others	Home of personnel during Corona response		<input type="checkbox"/>
12	Others	Work at home with SDM (GDC) approval		<input type="checkbox"/>

(2) Authentication/Access Management

Only the target bases are left and the others are deleted.

The authentication/access management for the base of the operation and maintenance service is determined as follows.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

No.	Base Name	Authentication		Access Management	
		JISQ 27001	ISO 9001	Access Management	Monitoring Camera
1	SSC Tokyo	<input type="radio"/>	<input type="radio"/>	Vein Authenticated	<input type="radio"/>
2	SSC Kansai	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
3	SSC Shikoku	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
4	India Global Delivery Centre (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
5	India Global Delivery Centre (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
6	India Global Delivery Centre (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>

7	India Global Delivery Centre (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
8	India Global Delivery Centre (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
9	Philippine Global Delivery Center (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
10	Philippine Global Delivery Center (GDC)	<input type="radio"/>	<input type="radio"/>	Card Authenticated	<input type="radio"/>
11	Home of personnel during Corona response	—	—	—	—
12	Work at home with SDM (GDC) approval				

(3) Operation and Maintenance Circuit

- | Determine the connection line and connection method from Fujitsu's work environment to the customer environment.
- | Save the target base and remove the other items.
- | Describe the name of the procedure manual on how to connect.

Determine the location and access method of documents used of this operation and maintenance service.

<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

No.	Base Name	Connection Policy		
		Network	Authentication	Facility Admin
1	SSC Tokyo	Internet Connection (Shared)	Software VPN	<input type="radio"/>
2	SSC Kansai	Internet Connection (Shared)	Software VPN	<input type="radio"/>
3	SSC Shikoku	Internet Connection (Shared)	Software VPN	<input type="radio"/>
4	India Global Delivery Center (Pune)	Internet Connection (Shared)	Software VPN	<input type="radio"/>
5	India Global Delivery Center (Chennai)	Internet Connection (Shared)	Software VPN	<input type="radio"/>
6	India Global Delivery Centre (Hyderabad)	Internet Connection (Shared)	Software VPN	<input type="radio"/>
7	India Global Delivery Centre (Bengaluru)	Internet Connection (Shared)	Software VPN	<input type="radio"/>

8	India Global Delivery Centre (Noide)	Internet Connection (Shared)	Software VPN	<input type="radio"/>
9	Philippine Global Delivery Center (GDC) (Cebu)	Internet Connection (Shared)	Software VPN	<input type="radio"/>
10	Philippine Global Delivery Center (GDC) (Manila)	Internet Connection (Shared)	Software VPN	<input type="radio"/>
11	Home of personnel during Corona response	—	—	—
12	Work at home with SDM (GDC) approval		Software VPN	

Operation and Maintenance Circuit Connection Procedure

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described On the right	Name of Document:	Operation and Maintenance Line Connection Procedure
<input type="checkbox"/> As follows		

1.7.2. Your Company Networks

- When connecting to the customer network, describe measures to prevent unauthorized and unauthorized access to customer information.
- When accessing and using your network, the measures to prevent unauthorized and unauthorized access in this operation and maintenance service are defined below.

<input type="checkbox"/> No connection		
<input type="checkbox"/> Connection Prohibition		
<input type="checkbox"/> Connected		
<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input type="checkbox"/> As follows		

<input type="checkbox"/> No connection	
<input type="checkbox"/> Connection Prohibition	
<input checked="" type="checkbox"/> Connected	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

- The development system and the operation system (Customer Environment) network are entirely separated.
- Only the devices lend from your company can be connected to your company network.
- Do not share the ID of the connection device.
- The connection will be limited to 8:30-18:00 on weekdays.
- Screenshots and video recordings are strictly prohibited.
- The usage purpose, usage date, time usage, and IP Address (or MAC Address) reported monthly to your company.
- Update the virus pattern and security patch manually according to the rules below.

For PC	In charge of Acquisition	Date of Acquisition	Applied to	Date of Application	Application Tool
Virus Pattern	Member A	Everyday	All	Everyday	PCs used by individuals
Security Patch	Member A	2nd/4th Wednesday	All	2nd/4th Wednesday	PCs used by individuals

For Server	In charge of Acquisition	Date of Acquisition	Applied to	Date of Application	Application Tool
Virus Pattern	Member A	Everyday	All	Everyday	Server
Security Patch	Member A	2nd/4th Wednesday	All	2nd/4th Wednesday	Server

※Virus Pattern Storage (On the server: ¥pattern_file)

※Security Patch Storage(On the server: ¥patch)

1.7.3. Network that connects to the Internet

When connecting to the Internet, describe measures to prevent unauthorized access and information leakage.

Establishing measures to prevent unauthorized access and information leakage when connecting to and using the Internet for this service are determined below.

<input type="checkbox"/> No connection	
<input type="checkbox"/> Connection Prohibition	
<input type="checkbox"/> Connected	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> No connection	
<input type="checkbox"/> Connection Prohibition	
■ Connected	
<input type="checkbox"/> Follow document described on the right:	Name of Document:
■ As follows	

- The project information security administrator uses the PC security visualization tool to check the status of security measures for each PC once a week.
- Thoroughly ban the use of personal email accounts and the prohibition of use outside of business through education.
- Introduce an information leakage prevention tool and make it impossible to connect to devices that do not need to be connected to the Internet.

Sample 1.7.4

- Update the virus pattern and security patch manually according to the rules below.

For PC	In charge of Acquisition	Date of Acquisition	Applied to	Date of Application	Application Tool
Virus Pattern	Member A	Everyday	All	Everyday	PCs used by individuals
Security Patch	Member A	2nd/4th Wednesday	All	2nd/4th Wednesday	PCs used by individuals

For Server	In charge of Acquisition	Date of Acquisition	Applied to	Date of Application	Application Tool
Virus Pattern	Member A	Everyday	All	Everyday	Server
Security Patch	Member A	2nd/4th Wednesday	All	2nd/4th Wednesday	Server

※Virus Pattern Storage (On the server: ¥pattern_file)

※Security Patch Storage(On the server: ¥patch)

1.7.4. Other Networks

When using a network other than "1.7.2. Your Company Network" and "1.7.3. Networks that connect to the Internet", describe the following security measures for information leakage prevention measures and PCs / servers.
<ul style="list-style-type: none"> Name of software to be distributed (virus pattern files, security patches) Person in charge of distribution Distribution timing Target equipment Distribution method

The preventive countermeasures of information leakage and security countermeasures upon using other network for this operation and maintenance service is determined below.

<input type="checkbox"/> No local network
<input type="checkbox"/> Has Local Network

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> No local network					
<input checked="" type="checkbox"/> Has Local Network					
<input type="checkbox"/> Follow document described on the right	Name of Document:				
<input checked="" type="checkbox"/> As follows					

• Update the virus pattern and security patch manually according to the rules below.

For PC	In charge of Acquisition	Date of Acquisition	Applied to	Date of Application	Application Tool
Virus Pattern	Member A	Everyday	All	Everyday	PCs used by individuals
Security Patch	Member A	2nd/4th Wednesday	All	2nd/4th Wednesday	PCs used by individuals

For Server	In charge of Acquisition	Date of Acquisition	Applied to	Date of Application	Application Tool
Virus Pattern	Member A	Everyday	All	Everyday	Server
Security Patch	Member A	2nd/4th Wednesday	All	2nd/4th Wednesday	Server

※Virus Pattern Storage (On the server: ¥pattern_file)
※Security Patch Storage(On the server: ¥patch)

1.8. Prerequisites

Defined by project

- | Describe the assumptions to be presented to the customer set in the project, including those
- | doesn't have to be implemented in the operation and maintenance service. (For example, "No
- | release activity to production environment".)
- | Conforms to the contents described in the contract terms and conditions.
- | It should be described in this operation and maintenance implementation plan without referring to
- | the attached data.

Prerequisites to be agreed with your company for the operation and maintenance shall be determined.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As Follows	

• The following documents should be correct for the operation and maintenance task confirmation.
Operation and Maintenance Implementation Plan (This document).

• Only the services selected in the service list will be provided.

1.9. Operations outside the Operation and Maintenance Implementation Plan

If any work outside the operation and maintenance implementation plan occurs and a request is required from us, the handling shall be determined after consultation between the two companies.

If there is any change in the contract in the implementation of the work, this document shall be revised.

2. Structure

To facilitate operation and maintenance, it is necessary to establish a structure that satisfies services and to communicate with stakeholders in a manner that meets their needs. The structure of this operation and maintenance service and the role of work are determined.

2.1. Layer definition

The role of each layer is defined.

Layer	Role	Duty	Working Environment
L1: Service desk	Reception and Task Management	Manage an incident as a task by accepting inquiries and various requests from a system user.	-
L2: Operation	Operations for Routine Operation	Run the production environment of the system based on routine operations. (Responsible for operations in production environment)	Production Environment
L3: Maintenance	Non-routine tasks such as failure response and product support	Perform non-routine tasks such as system modification, recovery, and failure resolution. (Responsible for establishing production operations for L2)	Development and Staging Environment

2.2. Role Definition

Defined by Project

- |- The name of the department in charge and the person in charge should be described without omission, and the role to be linked to it should be clarified and agreed to be carried out certainly.
- |- Modify the department name, person in charge, and role in charge of the customer's team according to the customer's team structure.
- |- For the team structure on the Fujitsu side, describe the name of the person in charge in the service manager / service delivery manager.

The roles of each person in charge on this operation and maintenance service are defined.

2.2.1. Your Company Side

<input type="checkbox"/> Not applicable	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

Responsible Department Name	Person in charge	Role
Information Systems Department Responsible person	In charge A	The responsible person of your company. Plan information systems and approve budgets.
Information Systems Division Manager	In charge B	An administrator of information systems of your company. In the event of a failure, we will decide and give instructions to the report from Fujitsu.
Information Systems Division Person in Charge	In charge C	The contact person in charge of operation and maintenance for the client. User coordination, operation and maintenance instructions, status confirmation, compilation of improvement requests, evaluation and analysis, and various approvals are performed.
Business User Department responsible person	In charge D	The responsible person for the business user division of your company. To approve planning and budget caused by a business user department.
Business User Department Manager	In charge E	Manager of the business user department of the client. When a failure occurs, the information is made known to the end user.
End User	—	The system user from the client.

2.2.2. Our Company Side

Role Name	Person in Charge	Role
Service Manager (SM)	Incharge Y	Responsible for the Execution of Operations and Maintenance Services and the Overall Contact Point for Clients Management of operation and maintenance services
Service Delivery Manager (SDM)	Incharge Z	Point of contact for the customer at the operation and maintenance site Lead response in the event of a serious failure or emergency incident
Service Desk	—	Reception and Task management
L2 Leader	—	Lead for Dealing with tasks in L2
L2 Resolver	—	Perform Routine Operations
L3 Leader	—	Lead for Dealing with Tasks Throughout L3
L3 Sub-leader	—	Lead for Dealing with Tasks Under the Control Of The L3 Team (Support For L3 Leaders)
Bridge	—	Communication Language Support

*Including partners of Fujitsu

Defined by project

2.3. Job list

- Clarify our counterparts after describing our company's role in the role definition in more detail under "2.2. Role Definition".
- The responsibilities and counterparts for each role on this operational and maintenance service is determined below.

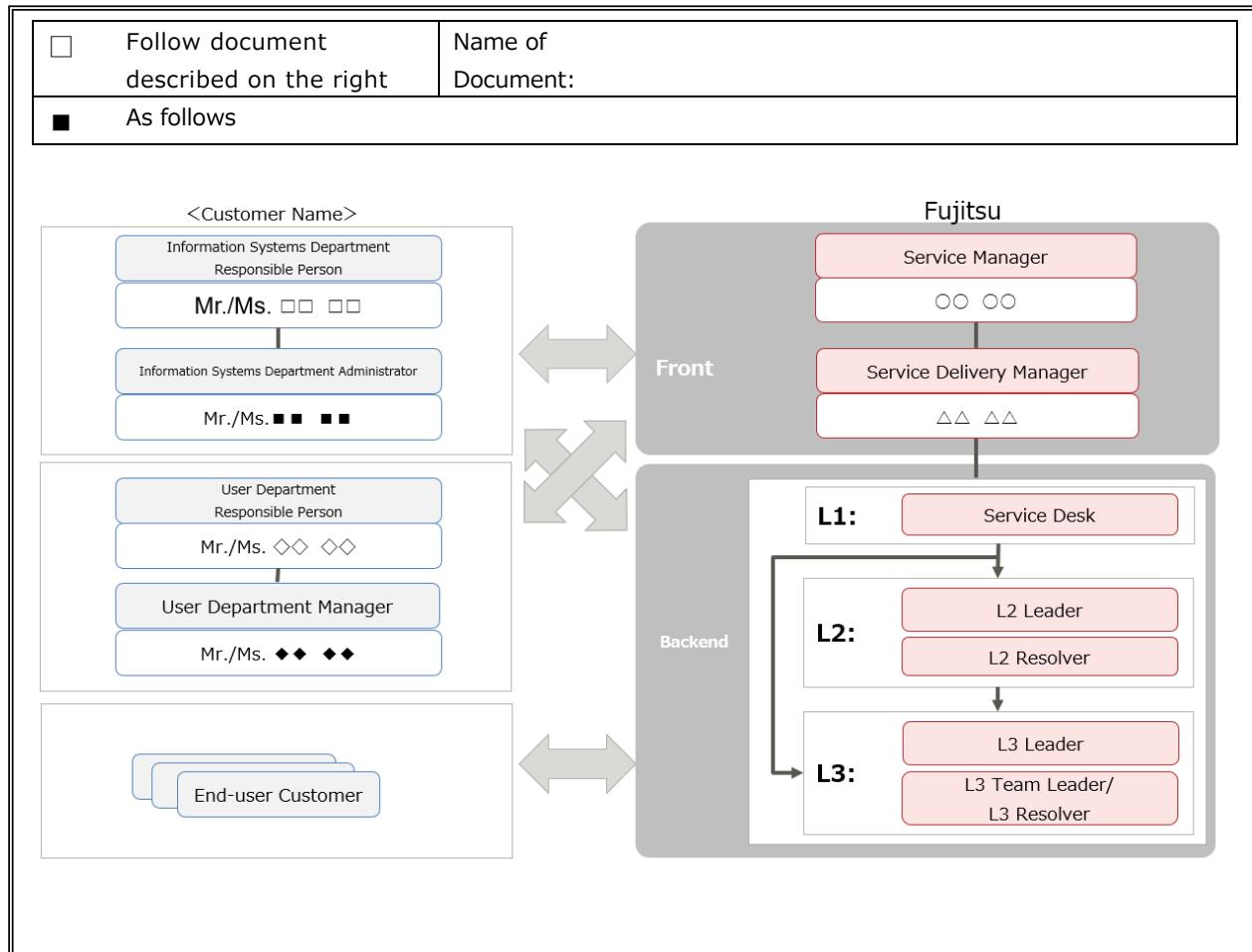
<input type="checkbox"/> Not applicable	
<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 担務表
<input type="checkbox"/> As follows	

Defined by project

2.4. Team structure chart

- It describes not only our company's team structure but also the customer's team structure.
 - Build an optimal team structure before the project begins.
 - Review the team structure flexibly according to the variables (Amount of work, etc.) of the project.
- The team structure of your company and our company is shown in the diagram below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	



2.5. Main work and division of roles

Defined in Project

- The role with the customer is described in the service menu unit.
- Do not change the division of roles of the standard service, and describe the division of roles of the optional service as "consultation required" according to the contract details.

The division of roles for each main work for this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

[Legend] ◇ : Main In-charge, ◇ : Approved, ○ : Supported, - : Not Applicable

	Service Category	Service Menu	Role Definition	
			Your company (Client)	Our company (FJ)
Maintenance	Inquiries	Inquiry Response	◇	○
		Failure Response	◇	○
		Problem Response	◇	○
	Work Request	Requested Work (Routine)	◇	○
		Requested Work (Non-Routine)	◇	○

	Routine Work	Monitoring	<input type="checkbox"/>	<input checked="" type="radio"/>
		Regular Operation	<input type="checkbox"/>	<input checked="" type="radio"/>
	Inquiries, Failure Response, Work Request	Service Desk	Further Discussion Needed	Further Discussion Needed
Enhancement	Various Investigation	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Modification (Small Scale)	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Improvement (Small Scale)	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Modification/Improvement (Large Scale)	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Service Level Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
Service Management	Incident Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Problem Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Enhancement Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Change Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Operation Report	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Issue Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Capacity Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Billing Management	<input type="checkbox"/>	<input checked="" type="radio"/>	
	Operational Improvement	Further Discussion Needed	Further Discussion Needed	
	Development Environment Management	Further Discussion Needed	Further Discussion Needed	
	Configuration/Asset Management	Further Discussion Needed	Further Discussion Needed	
	Security Management	Further Discussion Needed	Further Discussion Needed	
	Preventive Management	Further Discussion Needed	Further Discussion Needed	
	Education	Further Discussion Needed	Further Discussion Needed	
	Operation Management	Further Discussion Needed	Further Discussion Needed	

3. Schedule

The schedule management aims to ensure that predetermined operation and maintenance work is carried out without omission. Both companies will share the contents of the description in advance when creating the annual, monthly, daily, and other schedules.

3.1. Annual Schedule

- | When creating an annual schedule, determine how and what content should be included. Also, establish a review method to share it with the customers and if there are points to note when creating a schedule, determine them as well.
- | Identify the storage location of the updated schedule.

The annual schedule entry content and management procedure for this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

Prepare monthly plans to share a bird's-eye view of annual plans for operation and maintenance with relevant parties.

This section describes events that are known in advance, such as customer organization changes and data center power outages, the contents of work, and the time of work.

The annual schedule is planned at the beginning of the fiscal year and revised every month.

The created schedules should be stored in the location defined in "1.5.5 Scope Document".

3.2. Monthly Schedule

- | When creating a monthly schedule, determine how and what content should be included. Also, establish a review method to share it with the customers.
- | If there are points to note when creating a schedule, determine them as well.
- | Identify the storage location of the updated schedule.

The contents of the monthly schedule and the management method of this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

The monthly schedule is created on a daily basis for detailed work management.

Describe monthly events such as monthly closing processing, work content, work implementation time, etc.

Plan to avoid resource disruption and finalize by the previous month's monthly report at the latest.

In addition, match the annual schedule from the viewpoint of work name and period.

The created schedule is stored in the storage location specified in "1.5.5. Scope document".

3.3. Daily Schedule

When creating a daily schedule, determine how and what content should be included. Also, establish a review method to share it with the customers.

If there are points to note when creating a schedule, determine them as well.

Identify the storage location of the updated schedule.

The contents of the daily schedule and the management method of this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

The daily schedule creates a daily work related to operation and maintenance on a timetable. Describe daily events such as online start / stop confirmation, work content, work implementation time, etc. If daily processing, monthly processing, annual processing, etc. are mixed, create them in consideration of each pattern.

3.4. Other Schedule

Determine how schedules are created when they need to be created in addition to annual, monthly, and daily schedules.

If there are points to note when creating a schedule and determine as well.

Identify the storage location of the updated schedule.

The contents of the daily schedule for this operation / maintenance service are defined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

As follows

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

If it cannot be managed annually, monthly or daily, create a separate schedule.
 Create as needed, such as when managing progress by person, day, or team.
 Also, follow the schedule format when applying the progress management tool.
 The created schedules should be stored in the location defined in "1.5.5 Scope Document".

4. Task Response

Clarify the content and response flow for each task in this operation and maintenance service.

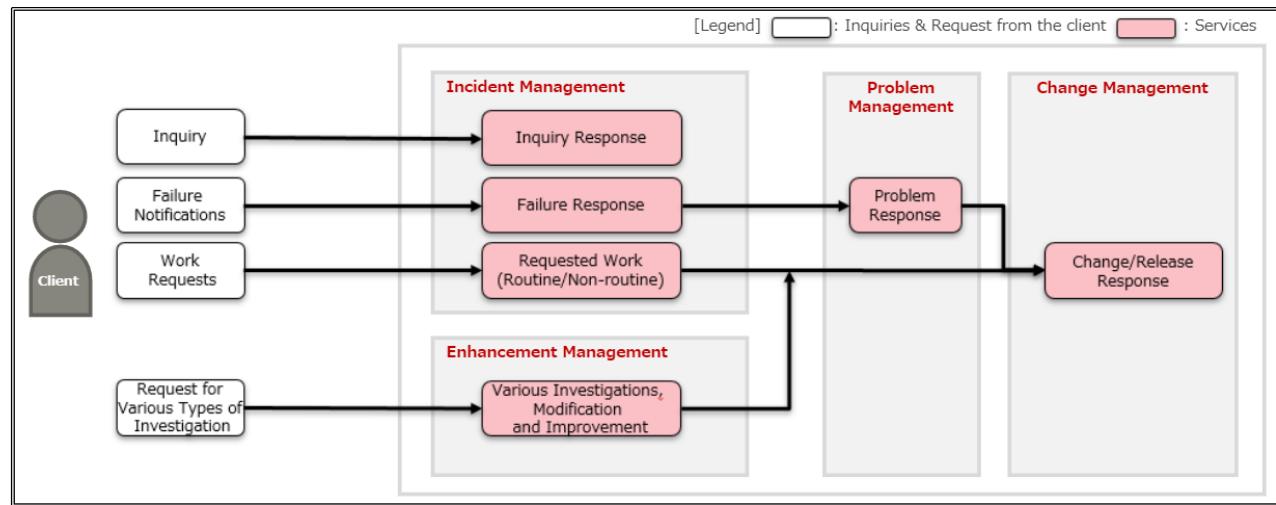
4.1. Task Definition and Priority

The task definition and priorities of this operation and maintenance service is determined below.

4.1.1. Task Definition

Inquiries and various requests from the client are managed by the incident, enhancement, problem, and change management processes as follows.

Inquiry response, failure response, requested work, various investigations, modification, improvements, problem response, change / release response are collectively called "**Task**".



4.1.2. Task Priority

The priorities of the task for this operation and maintenance service are determined below.

Follow document Name of

described on the right	Document:
■ As follows	

① Determining Priority

The priority (referred to as Priority A) for inquiry response, failure response, and problem response is defined below. From the matrix of 5 levels of impact (vertical axis) and 5 levels of urgency (horizontal axis), 1 to 5 are determined in descending order of priority.

		Urgency				
		Critical	High	Medium	Low	None
Impact	Impact on business on the day and next day (no workaround)	Impact on business on the day and next day (with workaround)	Impact on next week's work (with workaround)	Impact on next month's business (with workaround)	No impact on immediate business (with workaround)	
	Company-wide (including outside)	PriorityA 1	PriorityA 1	PriorityA 2	PriorityA 2	PriorityA 3
	Company-wide (excluding outside)	PriorityA 1	PriorityA 2	PriorityA 2	PriorityA 3	PriorityA 4
	Affects multiple departments	PriorityA 2	PriorityA 3	PriorityA 3	PriorityA 4	PriorityA 4
	Affects a specific department	PriorityA 3	PriorityA 3	PriorityA 4	PriorityA 4	PriorityA 5
	None	PriorityA 4	PriorityA 5	PriorityA 5	PriorityA 5	PriorityA 5

The priority definitions (called priority B) for requested work (routine), requested work (non-routine), various investigation, modification (small scale), and Improvement (small scale) are shown below.

No.	Priority B	Definition
1	Emergency	A request that requires immediate action.
2	Urgent	A request that must be handled within 3 business days.
3	Normal	A request other than Emergency / Urgent.

② Priority at the time of response and reception completion time / solution presentation time

- If you want to set it separately from the standard, enter it in your company's individual column.
- If you want to adopt your company individually, delete the standard individually and describe it logically.
- Reception completion time: The maximum time it takes for our company to complete the reception after receiving a task.
- Solution presentation time: The maximum time from the completion of our reception to the presentation of a solution for primary failure recovery.

PriorityA	PriorityB		Standard	Each of your Companies
Priority 1	Emergency	reception completion time (Total Service Hours)	0.5 hours	
		solution presentation time (Total Service Hours)	4.0 hours	
Priority 2	Urgent	reception completion time (Total Service Hours)	2.0 hours	
		solution presentation time (Total Service Hours)	8.0 hours	
Priority 3	Urgency	reception completion time (Total Service Hours)	4.0 hours	
		solution presentation time (Total Service Hours)	3 business days	
Priority 4	Normal	reception completion time (Total Service Hours)	8.0 hours	
		solution presentation time (Total Service Hours)	10 business days	
Priority 5	Normal	reception completion time (Total Service Hours)	8.0 hours	
		solution presentation time (Total Service Hours)	20 business days	

③ Order of tasks when projects of the same priority occur at the same time

If multiple tasks with the same priority occur at the same time, we will respond using the response order specified in the table below as a guide.

Matters	Same Priority Response Order
Failure Response	1
Inquiry Response	2
Requested Work (Routine)	3
Requested Work (Non-Routine)	4
Problem Response	5
Various Investigation	5
Modification (Small Scale)	5
Improvement (Small Scale)	5

4.2. Flow of Task Response

The flow of task response for this operational and maintenance service is determined below.

4.2.1. Inquiry Response

For the system applicable for operation and maintenance service, we will investigate and respond to the confirmation of existing specifications, the operation method of the system, the confirmation of the output result, and the operation method.

※Inquiries on the premise of business changes, system modification, and data corrections will be handled as "various Investigations" tasks.

If the content above is accepted as "inquiry response", it shall be switched to "various investigations" and responded.

The series of procedures for responding to inquiries in this operation and maintenance service are defined below.

(1) Summary

① Inquiry

- When your company find an inquiry such as confirmation of system operation method / specifications, you may register the inquiry contents in the service management tool or contact our company.

② Responding and Answering Inquiries

- We will check the contents of the inquiry and prepare for the answer. If necessary, perform additional confirmation or confirmation on the actual machine.
- We will reply to your company as soon as the answer is ready. ※If the inquiry is found to be a failure in the process of responding to the inquiry, we will respond according to "4.2.2 Failure Response".

③ Answer Confirmation and Closing

- Your company will check the response result and contact us if there is no problem.
- Our company will contact you and close the inquiry if you do not need to continue to respond.

(2) Inquiry Response Scenario

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_JS02（問い合わせ対応） 詳細シナリオ（標準サービス）： SS_JS02_01_01（問い合わせ対応）
<input type="checkbox"/> As follows	

(3) Management Items

- The main items when using the service management tool are determined below.

Management Item Name	Management Item Explanation
Requested by	Select the questioner.
Category	01_ Select an inquiry.
Impact	Use "Critical", "High", "Medium", "Low", and "None".
Urgency	Use "Critical", "High", "Medium", "Low", and "None".
Title	Enter the subject according to the user procedure manual. Use short words that convey the content of the inquiry in a straightforward manner.
Explanation	Describe the content according to the title according to the procedure manual for users. Describe the details of the inquiry.
Open	The drafting date and time is set automatically.

Status	Select a status.
Deadline Date and Time	Enter when the requester wishes to resolve it.
Close Code	Select how it was settled.
Action / Solution	Enter what action / solution was taken
Closed Date and Time	The date and time when the status became "closed" is automatically set

Details are specified below.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	TfSNOW 管理項目一覧： 1-1.インシデント管理の TfSNOW 項目
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(4) Service Management Tool Operation Procedure

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	TfSNOW 利用者向け操作手順書： 4.インシデント（問い合わせ、障害対応）
<input type="checkbox"/> As follows		

4.2.2. Failure Response

Identify the range of influence of the occurrence event by receiving the failure occurrence notification from your company or the error notification of the monitoring event and direct cause investigation and primary failure recovery will be carried out. It refers to the following events that lead to unexpected IT service interruptions or deterioration of IT service quality.

Example) Unscheduled End of Nightly Job, Server Down, Online Function Response Declinement

※Primary recovery is the response until recovery to a state where there is no business impact.

※This service covers up to the primary recovery, and for root cause investigation and permanent response, "Problem response" will be used.

A series of procedures for failure response (failure detection, direct cause investigation, and temporary countermeasures) in this operation / maintenance service are defined below.

(1) Summary

① Failure Detection

- Our company will detect the failures by inquiries from your company, notification of abnormality detection from the system, or internal detection in operation/maintenance work such as system operation confirmation. If your company detects it, the failure information should be written in the service management tool or contact our company.

② Failure Reporting and Priority Judgment

- In case of failure detected by our company, we will report the failure to your company according to "5.1. Contact method".
- Our company will do an investigation about the direct cause of failure and will determine the priority according to "4.1.2. Task Priority".
- Our company will report the direct cause investigation result and the temporary countermeasures to your company. Your company will approve/reject the temporary countermeasures.

③ Implementation of Temporary Countermeasures

- Our company will make the required preparation, such as creating and implementing temporary countermeasure procedures.
- ※Depending on the failure, temporary countermeasures may correspond to permanent countermeasures.

④ Report of Completion of Countermeasures

- After the temporary countermeasures are completed, we will report the results of the actions to your company.

⑤ Answer Confirmation and Closing

- Your company confirms the response result and sends the confirmation result.
- Our company will contact you and close the failure response if you do not need to continue. However, in the case of an unknown failure, it continues in the problem response.

(2) Failure Response Scenario

■ Follow document described on the right	Name of Document: 概要シナリオ（標準サービス）： GS_JS01（障害対応） 詳細シナリオ（標準サービス）： SS_JS01_01_01（障害対応） SS_JS01_02_01（重大障害復旧統制）
<input type="checkbox"/> As follows	

(3) Management Item

- The main items when using the service management tools are determined below.

Management Name	Management Description
Requester	Select the questioner.
Category	02_ Select a failure response.
Impact	Use "Critical", "High", "Medium", "Low", and "None".
Urgency	Use "Critical", "High", "Medium", "Low", and "None".
Title	Enter the subject according to the user procedure manual. Use a short wording that clearly conveys the content of the obstacle.
Description	Describe the content according to the title according to the procedure manual for users. Describe the details of the failure. If a related incident occurs, state that fact (parent incident)
Open	The issuance date and time set automatically
Status	Select a status.
Deadline Date and Time	Enter when the requester wishes to resolve it.
Close Code	Select how it was settled.
Action / Solution	Enter what action / solution was implemented
Closed Date and Time	Enter what action / solution was taken

Details are provided below.

■ Follow document described on the right	Name of Document: TfSNOW 管理項目一覧： 1.1 インシデント管理の TfSNOW 項目
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(4) Service Management Tool Operation Procedure

■ Follow document described on the right	Name of Document:	TfSnow 利用者向け操作手順書： 4.インシデント（問い合わせ、障害対応）
□ As follows		

4.2.3. Requested Work (Non-Routine) Response

Perform the work requests in the production environment with your company's request as a trigger.

According to the requested content, the target is not listed in the "Routine Work List", the work procedure should be created and implemented each time.

※In addition, work that involves system modification/improvement will be handled by "modification" and "improvement".

A series of procedure for the requested work (non-routine) for this service is determined below.

(1) Summary

① Work Request

- Your company confirms whether the requested work, such as user registration and data maintenance can be a non-routine work based on the routine work list.
 - As soon as your company finds out that it is a non-routine work, you will register the requested work content in the service management tool or contact us.
 - Our company will check the requested content. If the requested work can be carried out, it will be assigned to the person in charge and guides the work.
- ※If the work requests cannot be carried out, the work request can be rejected and contact your company.

② Requested Work Preparation/Implementation Confirmation

- Our company will make additional preparations necessary for work implementation, such as creating work procedure manuals and checking on the desk or the actual machine as necessary based on the requested work contents.
- Your company approves/rejects the work implementation after receiving the report of the completion of work preparation from our company.

③ Requested Work Implementation

- After your company approves the work implementation, our company will carry out the work requests and report the completion of the work to your company.

④ Requested Work Confirmation/Closing

- Your company confirms the report result and informs us of the confirmation result.
- Our company will contact your company and close the work requests if continuous support is not required.

(2) Requested Work (Non-Routine) Scenario

■ Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_JS03（作業依頼(非定型)) 詳細シナリオ（標準サービス）：
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	SS_JS03_01_01 (作業依頼(非定型))
<input type="checkbox"/> As follows	

(3) Management Items

- The main items when using the service management tools are determined below.

Management Item	Management Item Description
Name	
Title	Enter Subject. Use short words to convey content directly.
Description	Write the details of the change request content.
Category	Select the 02_Requested Work (Non-Routine)
Priority	Select if "Emergency", "Urgent" or "Normal"
Date & Time Created	Set the creation date & time of the ticket
Actual End Time	Set the end date & time of work
Actual Request Time	Set until when to complete the support
Work Start Date & Time (Schedule)	Set the work start date & time schedule
Work End Date & Time (Schedule)	Set the work end date & time schedule
Estimation	Enter the number of estimation tickets
Ticket Number	
Achievement	Enter the number of achievement tickets
Ticket Number	

The details are determined below.

■ Follow document described on the right	Name of Document:	TfsNow 管理項目一覧 : 3-1. 変更・リリース管理の TfsNow 項目
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(4) Service Management Tool Operation Procedure

■ Follow document described on the right	Name of Document:	TfsNow 利用者向け操作手順書 : 6. 変更要求（依頼作業（定型/非定型）、各種調査、小規模改修）
<input type="checkbox"/> As follows		

4.2.4. Requested Work (Routine) Response

Perform the requested work in the production environment with your company's request as a trigger. The target is classified into "requested work (Routine)" among the work described in the "Routine work list" and shall be carried out according to a predetermined procedure.

A series of procedures for Requested Work (Routine) work in this operation/maintenance service are defined below.

(1) Summary

① Work Request

- When a requested work occurs, your company confirms whether it is everyday work based on the routine work list.

- Your company will register the requested work in the service management tool or contact us as soon as it turns out to be a routine work.
 - Our company confirms the contents of the request, and if the requested work can be carried out, assigns a person in charge and instructs the work.
- ※ If the requested work cannot be carried out, we will reject the request and contact your company.

② Requested Work Implementation/Report

- Our company will carry out the requested work and report the completion of the work to your company.

③ Confirmation of Work Results/Close

- Your company confirms the report result and informs us of the confirmation result.
- Our company will contact your company and close the work request if continuous support is not required.

(2) Requested Work (Routine) Scenario

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_JS04（依頼作業(定型)) 詳細シナリオ（標準サービス）： SS_JS04_01_01（依頼作業(定型))
<input type="checkbox"/> As follows		

(3) Routine Work List/Procedure

Defined by Project

<input checked="" type="checkbox"/> Follows document described on the right	Name of Document:	定型/定常作業一覧 定型/定常作業マニュアル
<input type="checkbox"/> As follows		

(4) Management Items

- The main items when using the service management tools are determined below.

Management Name	Management Item Explanation
Title	Enter Subject. Use short words to convey content directly.
Description	Write the details of the change request content.
Category	Select the 01_Requested Work (Routine)
Priority	Select if "Emergency", "Urgent" or "Normal"
Creation Date & Time	Set the creation date & time of the ticket
Actual End Time	Set the end date & time of work
Request Date & Time	Set until when to complete the support
Work Start Date & Time (Schedule)	Set the work start date & time schedule
Work End Date & Time (Schedule)	Set the work end date & time schedue
Estimation Ticket Number	Enter the number of estimation tickets
Achievement Ticket Number	Enter the number of achievement tickets

The details are determined below.

■ Follow document described on the right	Name of Document:	TfSNOW 管理項目一覧： 3-1.変更・リリース管理の TfSNOW 項目
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(5) Service Management Tool Operation Procedure

■ Follow document described on the right	Name of Document:	TfSNOW 利用者向け操作手順書： 6.変更要求（依頼作業（定型/非定型）、各種調査、小規模改修）
<input type="checkbox"/> As follows		

4.2.5. Various Investigation

In response to an investigation request from your company, we will respond to inquiries outside the scope of inquiries.

Example) Preliminary investigation for modification/improvement (request fulfillment method, system change range, change volume investigation), etc.

A series of procedures for various investigation work in this operation/maintenance service is defined below.

(1) Summary

① Investigation Request

- When an investigation request occurs, your company registers the request contents in the service management tool or contacts us.
 - Our company confirms the contents of the request, and if the investigation request can be carried out, assigns a person in charge and instructs the work.
- ※If the investigation request cannot be carried out, we will reject the request and contact your company.

② Investigation Work Response/Report

- Our company will conduct a survey based on the description of the survey request and report the survey results to your company.

③ Work Result Confirmation/Closing

- Your company confirms the survey results and will inform the confirmation.
- Our company will contact you and close the survey request if you do not need the continuous investigation.
- Continue to respond as a "Modification/Improvement" tasks.

(2) Various Investigation Scenario

■ Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_JS03(各種調査・改修・改良/依頼作業（非定型）対応) 詳細シナリオ（標準サービス）： SS_JS03_01_01（各種調査・改修・改良/依頼作業（非定型）対応）
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As follows

(3) Management Items

- The main items when using the service management tools are determined below.

Management Name	Management Item Explanation
Title	Enter Subject. Use short words to convey content directly.
Description	Write the details of the change request content.
Category	Select the 04_Various Investigation.
Priority	Select if "Emergency", "Urgent" or "Normal"
Creation Date & Time	Set the creation date & time of the ticket
Actual End Time	Set the end date & time of work
Request Date & Time	Set until when to complete the support
Work Start Date & Time (Schedule)	Set the work start date & time schedule
Work End Date & Time (Schedule)	Set the work end date & time schedule
Estimation Ticket Number	Enter the number of estimation tickets
Achievement Ticket Number	Enter the number of achievement tickets

The details are determined below.

■ Follow document described on the right	Name of Document:	TfsNow 管理項目一覧 : 3-1.変更・リリース管理の TfsNow 項目
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(4) Service Management Tool Operation Procedure

■ Follow document described on the right	Name of Document:	TfsNow 利用者向け操作手順書 : 6.変更要求 (依頼作業 (定型/非定型)、各種調査、小規模改修)
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As follows

4.2.6. Modification (Small Scale)・Improvement(Small Scale)

Modification (Small scale):

The requests are being triggered by your company and we will be removing practical obstacles in the developed system and modify programs and parameters to maintain the current functions.

Example) Bug fixes and consumption tax rate changes

Improvement (Small scale):

Triggered by your company's request, we will add/change new programs and add / change parameter settings to add new functions and improve functions.

Example) Add new form

A series of procedures for the modification (small scale) and the improvement (small scale) work in this

operation and maintenance service are defined below.

(1) Summary

① Modification·Improvement Request

- Your company receives various investigation results from our company, registers modification/improvement requests in the service management tool, or contacts us.
 - Our company confirms the contents of the request, and if the requested work can be carried out, assigns a person in charge and instructs the work.
- ※ If the requested work cannot be carried out, we will reject the request and contact your company.

② Implementation Countermeasure·Reports

- Our company will estimate the man-hours based on the modification/improvement request description and request your company to approve the man-hours.
 - The client will confirm the man-hours and will approve/decline it.
- ※ In case of being declined, the request will be denied and our company will contact the client.
- After approval by your company, we will formulate a solution. Then, after developing and dealing with the solution while cooperating with other teams as necessary, report the completion of the work to your company.

③ Countermeasure Result Confirmation/Closing

- Your company confirms the response result and informs us of the confirmation result.
- Our company will contact your company and close the requested work if continuous support is not required.

(2) Modification (Small Scale) · Improvement(Small Scale) Scenario

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: GS_JS03 (各種調査・改修・改良/依頼作業（非定型）対応) 詳細シナリオ（標準サービス）： SS_JS03_01_01 (各種調査・改修・改良/依頼作業（非定型）対応)
<input type="checkbox"/> As follows	

(3) Management Items

- The main items when using the service management tools are determined below.

Management Item Name	Management Item Description
Title	Enter Subject. Use short words to convey content directly.
Description	Write the details of the change request content.
Category	Select the 03_Small Scale Modification.
Priority	Select if "Emergency", "Urgent" or "Normal"
Creation Date & Time	Set the creation date & time of the ticket
Actual End Time	Set the end date & time of work

Request Date & Time	Set until when to complete the support
Work Start Date & Time (Schedule)	Set the work start date & time schedule
Work End Date & Time (Schedule)	Set the work end date & time schedule
Estimation Ticket Number	Enter the number of estimation tickets
Achievement Ticket Number	Enter the number of achievement tickets

The details are determined below.

■ Follow document described on the right	Name of Document:	TfsNow 管理項目一覧 : 3-1.変更・リリース管理の TfsNow 項目
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(4) Service Management Tool Operation Procedure

■ Follow document described on the right	Name of Document:	TfsNow 利用者向け操作手順書 : 6.変更要求（依頼作業（定型/非定型）、各種調査、小規模改修）
<input type="checkbox"/> As follows		

4.2.7. Problem Response

After the failure response, the root cause of the failure will be investigated, and the permanent response will be implemented (recurrence prevention response).

※As a permanent response, if a system change such as a program modification is involved, a change request related to "problem response" shall be submitted.

The series procedure of the problem response for this service is determined below.

(1) Summary

① Root Cause Investigation・Permanent Response Preparation

- After completing the temporary response to the failure, we will register the problem response in the service management tool, estimate the man-hours, and request your company to approve the investigation man-hours.
 - Your company confirms the investigation man-hours and they will approve/deny it.
- ※In case of rejection, we will reject the request and contact us with the reason.
- After the approval by your company, the root cause will be investigated, prepare the permanent response, and report the content to your company.
 - Your company approves/rejects the permanent response.
- ※In case of rejection, our company will contact the client.

② Permanent Response Implementation/Report

- Our company will report the response completion to your company after the permanent response.

③ Handling Result Confirmation/Closing

- Your company confirms and sends us the information about the response result.
- Our company will contact you and close the problem response if you do not need to continue.

(2) Problem Response Scenario

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: GS_JS07 (問題対応) 詳細シナリオ (標準サービス) : SS_JS07_01_01 (問題対応)
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(3) Management Items

- The main items when using the service management tools are determined below.

Management Items	Management Item Description
Influence	Use "Critical", "High", "Medium", "Low", and "None".
Urgency	Use "Critical", "High", "Medium", "Low", and "None".
Problem Description	Enter the subject of the problem. Use short words that convey the content directly. ※If you create a problem response from a failure response, the "title" of the incident is automatically set.
Description	Describe the content of the problem in detail.
Status	Select a status.
Limitation Date & Time	Enter when the requester wishes to resolve it
Root Cause	Select the root cause.
Close Code	Select how it was settled.
Action/Solution	Enter what action / solution was taken
Solution Date & Time	The date and time when the status became "Resolved" is automatically set.
Close Date & Time	The date and time when the status became "Closed" is automatically set.

The details are determined below

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: TfSNOW 管理項目一覧 : 2-1.問題管理の TfSNOW 項目
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(4) Service Management Tool Operation Procedure

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: TfSNOW 利用者向け操作手順書 : 5.問題 (根本障害対応)
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4.2.8. Change/Release Support

Change response:

When it is determined that a change is necessary, it is judged whether or not the change is possible, and a change plan according to the priority is formulated, then the difference will be evaluated.

Release response:

Release resources to implement changes based on the change plan. Evaluate the release after the release.

A series of procedures for changing and releasing in this operation and maintenance service are defined below.

(1) Summary

① Change Plan Formulation and Report

- After receiving the approval notice from your company for each task, we will formulate a change plan and request your company to approve the change plan.
 - Your company confirms the content of the request and approves/rejects it.
- ※In case of rejection, we will reject the request and contact us with the reason.

② Release Resources/Procedure Production and Reports (Change Response Implementation)

- Our company will create release resources and test procedures based on the change plan and carry out tests.
- After the test is completed, we will confirm the release resources, create the overall release procedure, and request approval from your company.
- Your company confirms the release resources and the overall release procedure and approves/rejects them.
- In case of rejection, contact us with the reason.

③ Release Test Implementation/Delivery Judgment Conference Opening

- After approving the release resources and overall release procedure, our company will carry out a release test and determine if it can be delivered to your company by meeting internally.

④ Entrance Test/Real Time Release

- Your company will carry out an acceptance test and approve/reject the production release judgment.
- ※In case of rejection, our company will contact your company.
- Your company will carry out the production release after receiving the production release approval. Our company will have support for the production release.

⑤ Actual Operation Analysis Meeting·Support After Operation

- After completing the production release on your company, both companies will hold a judgement meeting for the actual operation.
- If necessary, your company will take measures after the operation (notification of the start date and time of the actual process, a notice of changes, and points to be noted). Both companies will carry out operation status and analysis reports.

(2) Change/Release Response Scenario

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： GS_JS06（変更・リリース対応） 詳細シナリオ（標準サービス）： SS_JS06_01_01（変更対応） SS_JS06_02_01（リリース対応）
<input type="checkbox"/> As follows		

(3) Management Items

- The main items when using the service management tools are determined below.

Management Item	Management Item Description
Name	
Title	Enter Subject. Use short words to convey content directly.
Description	Write the details of the change request content.
Category	Select the 05_Change Request.
Priority	Select if "Emergency", "Urgent" or "Normal"
Creation Date & Time	Set the creation date & time of the ticket
Actual End Time	Set the actual end date & time of work
Request Date & Time	Set until when to complete the support
Work Start Date & Time (Schedule)	Set the work start date & time schedule
Work End Date & Time (Schedule)	Set the work end date & time schedule
Estimation	Enter the number of estimation tickets
Ticket Number	
Achievement	Enter the number of achievement tickets
Ticket Number	

The details are determined below.

■ Follow document described on the right	Name of Document:	TfsNow 管理項目一覧 : 3-1.変更・リリース管理の TfsNow 項目
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(4) Service Management Tool Operation Procedure

■ Follow document described on the right	Name of Document:	TfsNow 利用者向け操作手順書 : 6.変更要求（依頼作業（定型/非定型）、各種調査、小規模改修）
<input type="checkbox"/> As follows		

(5) Product Quality Ensured Countermeasure

Describe the change rules and the review plan to be observed to ensure quality.

In SAP AMS, ①② are required, and other measures are described in ③. In the custom AMS, if ①② is not implemented, select the not applicable, and if there is a project-specific measure, describe it after ③.

The measures to ensure the quality of changes and releases in this operation and maintenance service are defined below.

① Change Standard

- Make changes in compliance with the development rules from the construction project.

<input type="checkbox"/> Not applicable		
■ Follow document described on the right	Name of Document:	開発コーディング規約 命名規約
<input type="checkbox"/> As follows		

② Client Review Plan for Change Response (Development/Customize)

<input type="checkbox"/> Not applicable		
<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input checked="" type="checkbox"/> As follows		

- The minutes should be stored in the determined location.

Process	Applicable Review Materials	Deliverables For Client Review
Requirement Definition・Design (RD・UI)	• System Test Plan	Review Record
	• Overview Design Document • Various List, Definition Document, (Customize and Table List・Definition Document)	Review Record
Integrated Test (IT)	• Integration Test Specification Document • I/F Test Specification Document (Opening, Communication, Interlocking, Variation) • Integration Test Specification and Report Document • I/F Test Specification Document (Opening, Communication, Interlocking, Variation)	Review Record

③ Others

<input type="checkbox"/> None		
<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input type="checkbox"/> As Follows		

<input type="checkbox"/> None		
<input type="checkbox"/> Follow document described on the right	Name of Document:	
<input checked="" type="checkbox"/> As Follows		

When conducting a review, use the review perspective check sheet.

(6) Delivery Judgment/Production Release Judgment/Actual Operation Judgment

The definitions and criteria for delivery, production release, and actual operation in this service are defined below.

- Delivery: Hand over to your company documents, applications, system setting information that we have changed and verified in a test environment.

- Production release: The reflection of new/modified applications and system settings in the production environment.
- Actual operation: The application or system reflected in the production environment is running, or the end user starts using it.

① Delivery Judgment

- It is our company's responsibility to test that delivery (delivery to your company) is possible.
- Delivery judgement meeting: The "Delivery judgement meeting" in the detailed scenario (SS_JS06_02_01 (release response)) corresponds to this. Implementation time is each release.
 - 【Approval by】Service Manager
 - 【Record Method】Minutes
 - 【Delivery Judgement Criteria】
 - ✓ All development work (up to IT) has been completed.
 - ✓ Your review of IT results confirms that it meets your requirements.
 - ✓ Review indications and test failure responses have been completed.
 - ✓ Individual quotation development only) Quality can be guaranteed by review and test records, and if there is a problem, the answer is completed.
 - ✓ All related issues have been resolved.
 - ✓ All deliveries have been completed and approved by your company.
 - ✓ The release procedure has been established and has been approved by your company.

② Production Release Judgment

- It is the client's responsibility to test if the production release is possible to the production environment.
- The production release judgment criteria, approver, and approval recording method are omitted as it complies with the client's rules.

③ Actual Operation Judgment

- Both companies will decide whether or not to start actual operation after the production release.
- If the actual operation is possible, make everyone informed about it.
- If the actual operation is impossible, a switchback plan will be implemented.

4.2.9. Issue Response

A permanent solution is achieved by clarifying and responding to matters that cannot be resolved immediately.

A series of procedures for dealing with issues in this operation/maintenance service are defined below.

(1) Summary

① Issue Reception

- After receiving the issue at our company, record it in the issue management ledger.
- Our company will confirm the content of the issue and request additional information if necessary.

② Preparation of Issue Countermeasures・Report

- Based on the information received, our company will consider countermeasures and report to your company.

③ Response Implementation・Report Result

- After responding to our company, our company will report the response result to the client.

④ Work Result Confirmation/Closing

- Approve after receiving the response result at your company.
- Your company confirms the report result and informs us of the confirmation result.
- Our company will contact you and close the issue response if you do not need to continue to respond.

(2) Issue Response Scenario

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: GS_JS05 (課題対応) 詳細シナリオ (標準サービス) : SS_JS05_01_01 (課題対応)
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(3) Issue Management Ledger

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document 課題管理台帳
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5. Communication

- Determine the contact method, emergency escalation rules, and contact management methods to facilitate communication with customers.
- In this case, communication will be in the support desk, such as meeting schedule change communication other than the task management tool.
- The communication according the needs of stakeholders in order to proceed smoothly with operation and maintenance services.

5.1. Contact Method

Defined by Project

The front desk receiving hours and contact method for this operation/maintenance service are determined below.

<input type="checkbox"/> Follow document described on the right <input checked="" type="checkbox"/> As follows	Name of Document:
---	-------------------

The means of communication will be e-mail and telephone.
The reception time shall be the same as the service reception time.

5.2. Emergency Escalation Rules

In terms of emergency escalations, prepare for emergencies according to the escalation level, rules and procedures and share between both companies.

5.2.1. Escalation level and managers and responsible person from both companies

Defined by Project

The manager and the responsible person to the escalation scope for this service is determined below.

- Escalation levels and manager/responsible person (Your company – Our company)

Escalation Level		Your Company Counterpart	Our Company Counterpart
Level 1	Project Escalation		Service Delivery Manager / Service Manager
Level 2	Manager Escalation		Service Responsible Person (Secondary)※
Level 3	Escalation to the Responsible Person		Service Responsible Person (Primary)※

Escalation Level		Your Company Counterpart	Our Company Counterpart
Level 1	Project Escalation	Information Systems Department Manager	Service Delivery Manager / Service Manager
Level 2	Manager Escalation	Information Systems Department Manager	Service Responsible Person (Secondary)※
Level 3	Escalation to the Responsible Person	Information Systems Department responsible person	Service Responsible Person (Primary)※

※The service responsible person has authority to make all decisions and approve operation and maintenance transfer projects and operation and maintenance services.

It also negotiates and coordinates cross-company and cross-department issues related to projects and services to bring them to a conclusion.

5.2.2. Escalation Rules

The escalation rules with regards to this operation and maintenance service is determined below.

(1) Escalation Criteria

Event	Priority A	Priority B	during business hours elapsed time	escalation Levels
If the task is still unresolved after the time agreed with your company has passed.	Priority 1	Emergency	Immediate	Level 1
			4 Hours Later	Level 2
			8 Hours Later	Level 3

	Priority 2	Urgent	Immediate	Level 1
			1 Business Day Later	Level 2
			Monthly Report	Level 3
	Priority 3	Urgent	3 Business Days Later	Level 1
			5 Business Days Later	Level 2
			Monthly Report	Level 3
	Priority 4	Normal	(Without Applying)	None
	Priority 5	Normal	(Without Applying)	None
Security-Related Incident	—	—	Immediate	Level 2

(2) Escalation Procedure

① Contact

- In the event of an escalation event, the responsible person in charge for the event should contact the person in charge for the other party. Then escalate to each level 1.

② Escalation Trigger to a higher level

- Person in charge at that level will escalate to a higher level if the task is still unresolved after the period specified in the escalation criteria.

③ Escalation Confirmation

- Person in charge at each level of both companies will report the escalation status to person in charge from other companies and review each situation.

(3) Reporting Tool

- To call or send an e-mail.

5.3. Contact management

The list in relation to the communication contact and change procedure for this operation and maintenance service are determined below.

5.3.1. Contact List

■ Follow document described on the right	Name of Document:	連絡先一覧
<input type="checkbox"/> As follows		

5.3.2. Procedure for changing the contact list

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

Change according to the following procedure.

<If there is a change in your company's contact information>

- (1) Your company corrects and approves the contact list.
- (2) Share the updated version with the service delivery manager from your company.
- (3) The service delivery manager informs us of the update.

<If there is a change in our company's contact information>

- (1) Our company will correct and approve the contact list..
- (2) The service delivery manager will inform your company about the updated version.
- (3) The service delivery manager informs us of the update.

6. Meeting Structure

In order to facilitate service operations, it is necessary to set up a meeting structure in advance and share the objectives of the meeting structure.

6.1. Type and Purpose of Meeting

In this operation and maintenance service, the name, objectives, frequency, etc. of the meeting structure to be held are determined.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	会議体一覧
<input type="checkbox"/> As follows		

6.2. How to proceed with meetings

Defined by Project

Arrange with the customer on how to proceed with the meetings and share it with both companies.
The meeting format for this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows:	
<ul style="list-style-type: none"> • The meeting will be held according to the content of the meeting specified in the "List of Meeting Structure". • At the end of the meeting, confirm the "decision items" and "examination items". • Items to consider are managed at the issue management ledger. 	

6.3. Method for approving minutes

The method of forwarding and approving the minutes of each meeting structure in the operation and maintenance service are determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

- The minutes' preparer shall transmit the minutes to the persons concerned.
- If there is a problem in the content of the meeting, the concerned parties shall notify the matters indicated.
- Be sure to include an approval column (Approval Date, Approver) in the minutes, and describe the approver details.
- The approved minutes are stored in a predetermined storage destination.

7. Operational Management

In operational management, it maintains and improves the service level by managing the status of operation and maintenance work by appropriately doing an analysis/evaluation of performance management regularly. In addition, a report for the operation/maintenance is sent regularly to the customer and lets them visualize the task for operation/maintenance.

7.1. Operational Management Planning

Defined by Project

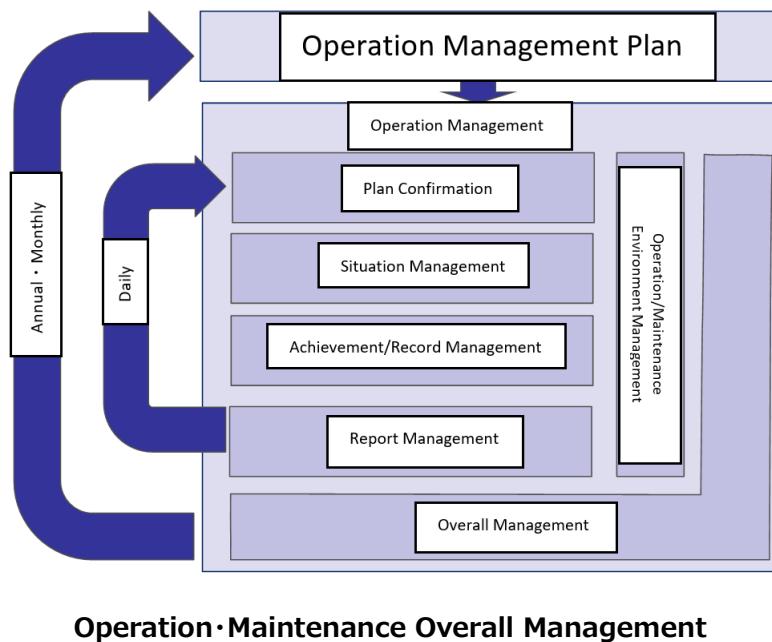
- The client creates the operation/maintenance plan and sends a request to share to both companies.
- Your company will create an operational management plan by the beginning of the term, evaluates monthly, and reviews the operational management plan if necessary.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	運用管理計画
<input type="checkbox"/> As follows		

7.1.1. Cycle of Operational Management

By agreeing with the client on implementing the cycle of the following contents, the client will be the one to carry it out.

Based on the operational management plan, the flow from the operation status management, performance and record management, report management, operation/maintenance environment management, and overall management is executed annually/monthly and reconsiders the re-establishment of operational management.



7.1.2. Monthly Operational Management Planning

By agreeing with the client on implementing the cycle of the following contents, the client will carry it out.

The operational management plan is reviewed monthly by considering the previous month's analysis and evaluation of operating performance results, business plans, market trends, security vulnerability.

Review the schedule of the operation management plan based on the details of failures, changes and releases of the previous month.

※Since the review of the daily plan is executed in the operational management, this is not reviewed on the operational management daily itself.

7.2. Informational Security Management

Defined by project

Identify the information to be managed in the project, clarify its storage location and management rules. If you have created a separate "Information Security Management Plan," and refer to it.

<input type="checkbox"/> Follow document described on the right	Name of Document:
---	-------------------

- As follows

7.2.1. Identification of Managed Information

Of the information that we have disclosed and provided by our customers, the information that is clearly stated as confidential information (including entrusted personal information) is specified as confidential information that the service manager deems necessary to manage in the same way as confidential information.

Ledger management follows the trustee information management guidelines, and our information security rules. However, if there is an item to be managed separately in this operation / maintenance, it will be added.

If the contract with the customer describes the definition of information to be treated as confidential information, follow it. However, it should be noted that the object to be treated as confidential information may differ depending on the contract format as follows.

- For Fujitsu standard contract (basic contract):
Information that has been marked or verbally stated as confidential and indicated to be confidential in a document within 10 days shall be treated as confidential information.
- For contracts that involve a format specified by the client or companies other than Fujitsu Group:
There are cases that all information is sent or received and subject to be confidential.

Reference material: Confidential information management ledger (sample)
Storage location: The site of information management guidelines for trustees and the guidelines
(FJ Partner Information Security Promotion Department)

Information to be managed as confidential information shall be specified.

<input type="checkbox"/> No scope included	
■ Follow document described on the right	Name of Document: 個人情報および秘密情報等管理台帳

7.2.2. Handling of Consigned Personal Information

When handling entrusted personal information, describe how to handle it.

The handling of consigned personal information of this operation and maintenance service is prescribed as follows.

<input type="checkbox"/> No Consigned Information	
<input type="checkbox"/> Follow document described on the right	Name of Document:
■ As follows	

- Ask the client to perform a masking process to prevent identification of the individual before receiving.
- The received information is used only for development devices.

7.2.3. Storage Area of Information/Storage Process

The location and storage method (locking management, access management, encryption, backup management, etc.) for storing information (electronic data, paper media) will be described with the following in mind.

- Clarify the location when storing electronic data on a server (including storage such as NAS), ProjectWEB, etc.
- Set up an account for each user on the server or ProjectWEB, and set up access rights so that no one else can access the information without permission. (Sharing is prohibited.) It also clarifies the account inventory cycle.
- Clarify information backup cycles, media, etc. in consideration of BCP (business continuity plan).
- Identify server space and log review cycles.

Determine where and how information is stored.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

(1) Storage Location of E-Data

- This is stored in the asset management server installed in the project room on the 10th floor of our head office.
(For more information where to store the Asset Management Server, Refer to 1.5.5 Scope Document.)

(2) Storage Location of Paper Media

- This shall be stored in the written location on "6.3.2 Storage Place and Storage Method for Equipment and Media"
- Keep a record of the documents stored in the document management ledger/disposed documents and carry out an inventory once a month.

(3) Asset Management Server Access Control / Backup Rules

- Control the user accounts that can access the storage location.
- The inventory of user accounts is performed each time a project member is changed.
- Regular inventory of user accounts is carried out once every six months.
- The backup of all data in LTO is performed every Friday. LTO 3rd Generation is stored and fireproof.
- Check the server resource usage status once a month to prevent resource depletion.
- Check the server log once a month to confirm if there are unauthorized access or no errors.

7.2.4. Handling of Information Ensuing Acceptance

Confirm the information being handled ensuing acceptance is stated to the information security rules of our company. If it is not stated, note the following points regarding the acceptance rule and define it to operation/maintenance.

- Rules for the return, disposal, and storage of consigned information

As a principle, consigned information must be returned or disposed.

If the management is required to renew the operation/maintenance, the minimum required consigned information is stored only. Provided that the identified personal information (My Number) cannot be retained.

- Deadline and rules for storage of deliverables (copy)

Our company's deliverables could not be retained if the copyright is transferred under the contract with the client.

Confirm the handling of information ensuing acceptance whether it is consistent with the contents of the contract with the client.

The handling of information ensuing acceptance inspection in this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

(1) Return of Consigned Information, Cancellation, Storage Rules

- Use a certain tool to erase the e-data completely.
Therefore, it will be checked by the service manager.
- When the consigned information is discarded / returned, it will be recorded in the management ledger of personal information and confidential information.
- The responsible person/user/storage location should be clarified and managed upon the customer's agreement after the acceptance of consigned information. (Clarify the details for the ongoing/follow up projects in information security management)

(2) Storage Limit of Deliverables (Reserve) and Rules

- Transfer the electronic data to an external medium and delete it from the asset management server/ Work PC.
- During the contract noncompliant liability period, the print media and the external media should be stored in the department locker (with key).

7.2.5. Other Rules for Information Management

Kindly state if there are other rules to be performed regarding the information acquisition, storage, take out, removal, disposal. In particular, clarify the rules as follows.

- Countermeasure against taking out malicious information and wrong access.
- Handling of print media and portable storage media that cause information leakage at the end of use.
- Information management when personnel leave things unattended.

Other rules for information management of this operation and maintenance service are determined below

<input type="checkbox"/> No Specific Rules	
<input type="checkbox"/> Follow document described on the right (if any)	Name of Document:
<input checked="" type="checkbox"/> As follows	

<input type="checkbox"/> Follow document described on the right (if any)	Name of Document:
<input checked="" type="checkbox"/> As follows	

(1) Preventive Guideline Rules on Taking out of information without permission

- Clarify the target PC for which information is to take out without permission in the device management ledger and disable the USB Port, Optical Drive, PC Card, and external port using the application "DefenseWin Series".

(2) Disposal Rules for Information and Portable Storage Media

- Disposal of paper media with a shredder installed in the work area.
- Portable storage media such as a FPD/CD/DVD/BD are physically disposed by a media shredder.

(3) Rules in case of a project member absence

- The PC of the member who leaves the project always initializes the hard drive using the disk erasing tool in the presence of the project manager and keeps a record of the results in the work ledger.

(4) Other Rules

- Make sure that the confidential information is encrypted when sending outside the network (project room).

7.3. Management of Equipment and Media

Defined by project

Identify the equipment and storage media to be managed in the project and clarify the storage locations and management rules.

Equipment, portable storage media and software products provided by other companies, including customers, are also managed here.

Management of equipment and portable storage media used by outsourcee personnel within the company shall be outsourcee responsibility.

7.3.1. Equipment Management Ledger

Identify the equipment and portable storage media that we manage and specify them in the ledger.
The ledger includes the following control items. Add items to be managed separately in the project, if any.
• Users, Administrators
• Equipment Owner
• Management Number
• Equipment type (Server, PC, USB memory, portable HDD, etc.)
• Equipment Name
• Period of use
• (In the case of supplied articles) Test results before use
• (If you apply the customer rule to the supplied product) Reason for not applying our information security rule
If the supplied product is a software product, the following should be considered:
• When incorporating the software product provided into the development software, it shall be subject to configuration management.
• If a license agreement is required, it will be paid after the customer concludes the license agreement.

The equipment management ledger for this operation/maintenance service is defined below.

■ Follow document described on the right	Name of Document:	機器管理台帳 可搬記憶媒体管理台帳
<input type="checkbox"/> Refers to below information (if any)		

7.3.2. Storage Place and Storage Method for Equipment and Media

The storage location and storage method (Lock Management, etc.) of equipment other than the server desktop machine (Notebook PCs, portable storage media, software media, etc.) are described.
Determine where and how equipment and media are stored.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:
<input type="checkbox"/> As follows	

Equipment other than those fixed with security wires shall be stored as follows.

- Our Project Room: Project Locker (locking)
- Your Project Room: Lockers borrowed from your company (locking)

7.3.3. Other rules for equipment and media management

Describe other rules to be implemented in this operation and maintenance regarding the introduction, storage, take-out and take-in of equipment and media.

When using portable storage media, make sure that our information security rules specify the rules for individual management of each media. If not described, rules to prevent information leakage due to loss, theft, or unauthorized removal shall be defined in this operation and maintenance.

The equipment management ledger for this operation/maintenance service is defined below.

<input type="checkbox"/> No Unique Rules	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

<input type="checkbox"/> No Unique Rules	
<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

- The information security responsible person of the project confirms it every week based on the "Equipment Management Ledger _ Equipment Security Check Sheet".
- The portable storage medium used in the project shall be the company-supplied USB memory only.
- Use of portable storage media such as FPD/CD/DVD/BD that cannot be entirely encrypted is prohibited.

7.4. System User Management

Defined by project

The system user management of this operation and maintenance services is determined below.

7.4.1. System User Management (SAP AMS)

Described SAP AMS that when user classification is added, the purpose of use and management method are described.

If SAP AMS will not be use, select "Not Applicable" and delete the following sentences as follows.

<input type="checkbox"/> Not Applicable	
<input type="checkbox"/> Follow document	Name of

described on the right	Document:
■ As follows	

The system user refers to a user created at the time of system installation or a user assigned to a person in charge of operation and maintenance, and is classified into the following three types and managed.

System User Classification	Purpose of Use	Utilization environment
Service user	ID used by the system, software, batch program, etc. No agent logins are used during operation. Administrator, <sid> adm, SAPService <SID>, etc.	Development machines to production machines
Users in charge of operation and maintenance	Used as a user for operations and maintenance personnel. Assign Users Individually (control authority)	Development machine and (Quality) staging machine Read access to the production machine
Privileged user	A user with administrator privileges who can make system changes. *Use privileged user rights only for high-priority deals. Temporarily grant this privilege depending on the defined process.	Production machine

(1) Service user

① Records

- Since the registration/change/deletion of the service user occurs only when the module is added or the system is largely changed, the approval is obtained by the change release correspondence process, and the approval action for the registration/change/deletion of the individual service user ID is disabled.

② Usage Rules

- Since the service user does not use it for operation, the application for use registration is not required.
- Since the service user is not used by the log-in of the person in charge of operation and maintenance, the user ID use record is not required.

③ Password management

- Periodic password changes are not performed for service users.

(Reason) Since it is embedded in various services in the system, the effect of password change is large.
(Failure to do so could result in system failure).

(2) User Management for Operation and Maintenance Personnel

① Registration, change and deletion

- When a person in charge is assigned, or when there is a change or an increase in personnel, a user application form is prepared as needed, and user registration, change, or deletion is performed based on the instructions of your company.
- ※The SAP user management authority is granted only to the person in charge of ITO.
- ※Application forms for registration, change, and deletion of users for person in charge of operation and maintenance conform to your company's rules.
- The user for the person in charge of operation and maintenance registers one user ID per person in charge.
- ※In SAP, when the ABAP code is modified in the development system, the developer authority ABAP reader/resolver should be given.
- The user registration application/change/deletion process is defined in the following documents.

<input checked="" type="checkbox"/> Follow document described on the right <input type="checkbox"/> As follows	Name of Document: ユーザ申請プロセス(AMOITO 担当者用ユーザ・特権ユーザ) .pptx
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② Usage rules

- The user for the person in charge of operation and maintenance shall use only the operation and maintenance service, and shall be prohibited from using for any reason other than the purpose of use.
- The user for the person in charge of operation and maintenance is assumed to be used by only one person in charge per user, and the person in charge prohibits the use of a user other than the user for which he/she has obtained permission.
- The authority to lend to the user in charge of operation and maintenance shall be the authority defined for operation and maintenance, and all authority shall not be granted.

③ Password management

- The user for the person in charge of operation and maintenance shall periodically change the password by each user.
- ※For the SAP user, a password expiration date is set by a profile parameter "login/password _ expiration _ time", and automatic notification is performed to each user. However, the service user is excluded from the object of the password expiration by setting the user type to "SYSTEM".
- ※When a user lock by a wrong password is generated, an incident of user lock release is issued. (This case shall be treated as a self-responsibility incident.)

④ Usage status inventory

- The service delivery manager takes an inventory of users every six months (Usually held before monthly meetings in April and October).
 - I. The user list extracted from the system to be managed is matched with the user management ledger and the worker ledger.
 - II. Confirm the content of the results of the matching. In particular, it is checked whether the user management ledger matches the actual personnel, and whether there is no unnecessary ID.
 - III. Prepare an account inventory record including the results of the verification and obtain your company's approval.
 - IV. In the unlikely event that an unnecessary account exists, the team that has applied for the creation of the user will promptly submit a deletion application (Application for registration, change or deletion) and delete the user.

(3) Privileged User Administration

① Privileged User's Application to Return Process

- The privileged user application form is prepared, and the privileged ID is granted or invalidated based on the instructions of your company.
※The SAP user management authority is granted only to the person in charge of ITO.
※The method of granting and invalidating privileged users and the application form for use shall comply with your company's rules.
- The process from the request for use to the return of the privileged user is defined in the following document.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	ユーザ申請プロセス(AMOITO担当者用ユーザ・特権ユーザ).pptx
<input type="checkbox"/> As follows		

② Usage rules

- The person in charge of operation and maintenance carries out the work using the granted privileged user and leaves work evidence.
- Report the completion of work (Attach Work Evidence) to your company.
- A privileged user limits the purpose of use, and prohibits use by persons other than authorized persons or use for reasons other than the purpose of use.
- The use of a privileged user is limited to lending only when only the user can work.
※Since the method of checking the illegal use differs depending on the method of granting the privilege user, the method is reviewed after determining the method of granting the privilege user, and additional information is added.

③ Password management

※Since the password management method differs depending on the method of assignment by the privileged user, the password management method is reviewed after the assignment method is determined and added.

④ Priveleged user usage

- In day-to-day incident management, the service delivery manager checks whether any incidents in the privileged user application that have been issued or have not been closed after the scheduled return date, and if so, performs a status check and a reminder of the return operation.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	JGG_特権ユーザ申請概要_V1.00
<input type="checkbox"/> As follows		

7.4.2. System User Management (Custom AMS)

For custom AMS, list here.

If not select "Not applicable" and delete this chapter for SAP AMS.

<input type="checkbox"/> Not Applicable	
<input type="checkbox"/> Follow document described on the right	Name of Document:

- As follows

The system user refers to the user created at the time of system installation. The user is assigned to the operation/maintenance staff and classified into the following types and managed.

System User Classification	Purpose of Use	Utilization Environment
Service User	ID used by the system, software, batch program, etc. No agent logins are used during operation. Include an administrator, etc.	Development machines to production machines
Users in charge of operation and maintenance	It is used as a work user of the person in charge of operation and maintenance. Assign users one by one. (control authority)	Read permissions for development, verification, and production machines
privileged user	A user with administrator privileges who can make system changes. *To use the authority of a privileged user only when dealing with a task of high priority. Temporarily grant this privilege depending on the defined process.	production machine

(1) Service User

① Registration

- Since the registration/change/deletion of the service user occurs only when the module is added or the system is largely changed, the approval is obtained by the change correspondence process, and the approval action for the registration/change/deletion of the individual service user ID is disabled.

② Usage Rule

- Since the service user does not use it for operation, the application for use registration is not required.
- Since the service user is not used by the log-in of the person in charge of operation and maintenance, the user ID use record is not required.

③ Password Management

- Periodic password changes are not performed for service users.
Reason) Since it is embedded in various services in the system, the effect of password change is large. (If you make a mistake, the system may stop functioning.)

(2) User management for operation and maintenance person in charge

① Registration, modification, and deletion

- At the time of assignment of a person in charge or when a replacement or an increase in staff occurs, a user application form is prepared as needed, and user registration, change or deletion is performed based on the instructions of your company.

*Application forms for registration, change, and deletion of users for person in charge of operation and maintenance conform to your company's rules.

- Users for operation / maintenance personnel register one user ID for each person in charge.
- The user registration application/change/deletion process is defined in the following documents.

■ Follow document described on the right	Name of Document:	ユーザ申請プロセス(担当者用ユーザ・特権ユーザ) .pptx
<input type="checkbox"/> As follows		

② Usage Rule

- The user for the person in charge of operation and maintenance makes the use of "operation and maintenance service" as its purpose, and prohibits uses other than this.
- The user for the person in charge of operation and maintenance is supposed to be used by only one person in charge per user, and the person in charge prohibits the use of a user other than the user for which he/she has received permission.
- The authority to lend to the user in charge of operation and maintenance shall be the authority defined for operation and maintenance, and all authority shall not be granted.

③ Password Management

- The user for the person in charge of operation and maintenance shall periodically change the password by each user.

※When a user lock by a wrong password is generated, an incident of user lock release is issued.
(This case shall be treated as a self-responsibility incident.)

④ Inventory of Usage

- The service delivery manager takes an inventory of users every six months (Usually held before monthly meetings in April and October).
 - To match a user list extracted from a system to be managed with a user management ledger and a worker ledger.
 - Check the content of the matching result. In particular, it is checked whether the user management ledger matches the actual personnel, and whether there is no unnecessary ID.
 - Prepare an account inventory record including the results of the review and obtain your approval.
 - In the unlikely event that an unnecessary account exists, the team that applied for the creation of the user promptly submits a deletion application (Application for registration, change or deletion) to delete the user.

(3) Privileged User Administration

① Privileged User's Application and Return Process

- After preparing a privileged user application form, perform the granting and invalidation of a privileged ID based on the instructions of your company.

※The method of granting and invalidating privileged users and the application form for use shall comply with your company's rules.

- The process from the request for use to the return of the privileged user is defined in the following document.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	ユーザ申請プロセス(担当者用ユーザ・特権ユーザ) .pptx
<input type="checkbox"/> As follows		

② Usage Rule

- The person in charge of operation and maintenance carries out the work using the granted privileged user and leaves work evidence.
- Report the completion of work (Attach Work Evidence) to your company.
- A privileged user limits the purpose of use, and prohibits use by persons other than authorized persons or use for reasons other than the purpose of use.
- The use of a privileged user is limited to lending only when only the user can work.

※Since the method of checking the illegal use differs depending on the method of granting the privilege user, the method is reviewed after determining the method of granting the privilege user, and additional information is added.

③ Password Management

※Since the password management method differs depending on the method of assignment by the privileged user, the password management method is reviewed after the assignment method is determined and added.

④ Privileged User Usage

- In day-to-day incident management, the service delivery manager checks whether any incidents in the privileged user application that have been issued have not been closed after the scheduled return date, and if so, performs a status check and a reminder of the return operation.

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document:	JGG_特権ユーザ申請概要_V1.00
<input type="checkbox"/> As follows		

7.5. Document Management

Defined by project

The document management of this operation and maintenance services are determined below.

7.5.1. Document Management Procedure

The following rules are set when updating the document created by handing over copy+ operation/maintenance introduction.

- Version management rules
- How to specify the updated part
- Review of changes
- Upload rules to the library

At the same time, rules are established for the update procedure and transportation of the PG source.

Update the change history records and identify the latest version of the documents by storing it on a specific location based on the rules determined.

The document management procedure for this operation and maintenance service is determined below.

<input type="checkbox"/> Follow document described on the right	Name of Document:
<input checked="" type="checkbox"/> As follows	

(1) Version Number Management Rule

- Enter the version number in the file name.
 - Update the major version (xx) when creating a new document or changing the chapter structure.
 - For other updates, update the minor version (yy).
- Ex. Ver_xx. yy

(2) Update Changes Explicit Method

- Describe the update/change history. Describe the updated date and time history.
- In each document, write the version number in the modified part and fill it in yellow.
(The last updated part (yellow part) is returned to the original color.)
- Neither the document nor the source code is physically deleted. Instead, it will be handled by strikethrough or commenting.

(3) Review of Change Content

- In case of improvement / modification, follow the development quality process.
- Both companies will review the other changes based on each scenario to see if they are reflected in the document.

(4) Library Upload Rule

- Implement in the following order.
- ⑤ Save the old version
 - ⑥ Update and store the file name based on the version management rule

(5) Program Source Update Procedure

- Comply with the development rules. For example, when describing the change history of the header of the source codes, write the update date and time.

(6) Transfer

- Write the number that identifies the transfer in the transfer procedure manual.

3	Business Story Telling	2.5	Virtual	6-Dec-22	6-Dec-22	10:30-13:00	Link
4	Business Communication	2.5	Virtual	6-Dec-22	6-Dec-22	14:00-16:30	Link
5	Accountability & Ownership	2.5	Virtual	7-Dec-22	7-Dec-22	10:30-13:00	Link
6	Time Management	2.5	Virtual	7-Dec-22	7-Dec-22	14:00-16:30	Link
7	Public Speaking	2.5	Virtual	8-Dec-22	8-Dec-22	10:30-13:00	Link
8	Time Management	2.5	Virtual	8-Dec-22	8-Dec-22	14:00-16:30	Link
9	Public Speaking	2.5	Virtual	9-Dec-22	9-Dec-22	10:30-13:00	Link
10	Business Story Telling	2.5	Virtual	9-Dec-22	9-Dec-22	14:00-16:30	Link

Sr. No	Functional Training	Duration (Hrs.)	Training Mode	Start Date (DD-MMM-YY)	End Date (DD-MMM-YY)	Timings	Registration Link
1	Certified Scrum Product Owner (CSPO)	15	Virtual	7-Dec-22	9-Dec-22	14:00-19:00	Link

Sr. No.	Language and Culture Trainings	Duration (Hrs.)	Training Mode	Start Date (DD-MMM-YY)	End Date (DD-MMM-YY)	Timings	Registration Link
1	Japanese Business Culture	4	Virtual	1-Dec-22	1-Dec-22	14:00-16:00	Link
2	Japanese Business Culture	4	Virtual	5-Dec-22	5-Dec-22	9:30-13:30	Link
3	Business Japanese Communication	4	Virtual	12-Dec-22	13-Dec-22	10:30-12:30	Link
4	A1.1 - Basic French language (continuation of greetings Q3)	37.5	Virtual	19-Dec-22	20-Jan-22	13:30-15:00	Link

Sr. No.	Quality Training	Duration (Hrs.)	Training Mode	Start Date (DD-MMM-YY)	End Date (DD-MMM-YY)	Timings	Registration Link
1	QMS Awareness	2	Virtual	9-Dec-22	9-Dec-22	10:00-12:00	Link
2	QMS Awareness	2	Virtual	16-Dec-22	16-Dec-22	15:00-17:00	Link

<ul style="list-style-type: none"> Enrollment is only possible when there are available seats for a particular training. EM approval is required to attend the training. It is mandatory to provide training feedback immediately after training finishes in order to obtain training credits. 100% attendance is mandatory for successful completion. Any attendance less than 80% will be marked as No Show. Use the drop option to cancel your registration incase of predicted unavailability. 	<ul style="list-style-type: none"> Raise a learning request if you are not able to find a seat or a training. Path: SABA → Search training name in Browse Tab → click on Request Learning → Fill the form and submit For any external training (e.g., Udemy, Microsoft, etc.) apply on Path: SABA → Me Tab → Actions → Add External Learning. Attach evidence of completion.
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