～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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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	・"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. Description of Contents ⏐ Description Example ⏐ **Defined by Project**
Attachment	・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	・This is a template for the operation and maintenance implementation plan. ・The tailoring guidelines for the template are as follows: ➢ 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.

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■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
○○○○	○○○○		○○○○	○○○○	○○○○
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】

Version	Revised by	Date Revised	Approved by	Date Approved	Revised Part	Revision Summary
1.00	-	20XX/XX/XX	○○○○		-	First Edition Creation

Contents

◆◇ 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' with in 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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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 the when there is no response from the requester and the delivery date is approaching, etc.).

☐	Follow document described on the right	Name of Document:
☐	As follows	

☐ Follow document described on the right	Name of Document:
■ As follows	

（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 respectives 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.

☐ Follow document Described on the right	Name of Document:
☐ As follows	

■ Follow document described on the right	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)
□ As follows		

1.1.3.Establish Rule

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

□ Follow document described on the right	Name of Document:
□ As follows	

■ Follow document described on the right	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
□ As follows		

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

□ Follow document described on the right	Name of Document:
□ As follows	

☐ 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 reponse 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 thelog file.
Successful job completion monitoring	Checks the successful job completion through a character string written in a log file.

Details are as follows:

■ Follow document described on the right	Name of Document:	監視項目一覧
□ 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.

□ Follow document described on the right	Name of Document:
□ As follows	

■ 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)
□ As follows		

1.2.4.Monitoring Operation Procedure

□ Follow document described on the right	Name of Document:
□ As follows	

■	Follow document described on the right	Name of Document:	監視手順書
☐	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.

☐	Follow document described on the right	Name of Document:
☐	As follows	

☐	Follow document described in the right	Name of Document:
■	As follows	

- ・ 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.

- ・ Check the time when periodic processing needs to be executed based on the schedule, and confirm the implementation procedure before execution.
- ・ 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.
- ・ Confirm the normal termination of the regular operation.

1.3.2.Regular Operation Scenario   Defined by Project

☐	Follow document described on the right	Name of Document:
☐	As follows	

■	Follow document described on the right	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）
☐	As follows		

1.3.3.Regular Operation List/Manual **Defined by Project**

☐	Follow document described on the right	Name of Document:	
☐	As follows		

■	Follow 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
☐	As follows		

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.

■	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

■	Follow document	Name of	TfSnow 利用者向け操作手順書：

described on the right	Document:	6.変更要求（依頼作業（定型/非定型）、各種調査、小規模改修）
☐ 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.

☐ Follow document described on the right	Name of Document:
☐ 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）
☐ 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).

□	Follow document described on the right	Name of Document:
□	As follows	

☐ Follow document described on the right	Name of Document:
■ 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

☐ 右記の資料に従う	資料名：
☐ 以下のとおり	

■ Follow document described on the right	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)
☐ 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 configuratins

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

1.6.1.Summary **Defined by Project**

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.

1.6.2.Configuration/Asset Management Scenario **Defined by Project**

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.

☐ Follow document described on the right	Name of Document:
☐ As follows	

■ Follow document described on the right	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)
☐ 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.

☐ Follow document described on the right	Name of Document:
☐ As follows	

☐	Follow document described on the right	Name of Document:
■	As follows	

Contents and methods of management
Define Content management and Method Management

Management Content			Management Type			Management Method
		Records Management	Document Management	Configuration Management		
①Target identification	Manage assets so that they can be easily searched and identified.	○	○	○	·Constitute an identifiable name and an issue date on the file name. ·Decide on the storage location.
②latest version identification	Manage target assets so that the latest version can be easily found and identified.	−	○	○	·Constitute a date, version, etc. on the file name. ·Constitute a date, version number, version, etc. to the name of the folder to be stored.
③review and approval	Conduct a Review and Approval	−	○	○	·The planned review participants conduct the review. ·Approve by a planned approver.
④Records of modified information	Document Asset	The modified information is recorded so that the modified part, modification date, modifier, and the modified content can be identified.	−	○	○	【For document asset】 Create a modification history and include the following: ·version number, modification date, modified part, modified content, and modifier
	Program Asset		−	−	○	【For program asset】 Comment the following in the header of the source code. ·modification date、modified content、modifier、Incident management no.、modify specification no. Comment the following in the logic of the source code: ·modification date、incident management no.、modify specification no ·Indicate Start-End at the start and end portion of the modified part.
⑤impact assessment	Assess whether the modification affected other assets.	−	○	○	·The modifier assesses whether the modification affected other assets. ·If there is an impact, consider how to address it and conduct a review with affected stakeholders.
⑥Managing consistency between assets	Manage a set of assets for retrieval at any point in time	−	−	○	·Follow configuration management procedures. ·Manage a set of assets in a folder structure for release management units.

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.

☐	Follow document described on the right	Name of Document:
☐	As follows	

☐	Follow document described on the right	Name of Document:
■	As follows	

\<Example of description 1\>
（1）Configuration Management Tools ： Subversion

（2）Configuration management procedure

Operator	Configuration Manager

※Those that have been investigated and decided

Incident report

Receipt of incident report

For work ← Check out from the repository ← Repository

For work ↔ Correction・test・review

For work → Repository check in (record the modification) → Repository

Fill in the incident report with the handling result and the target assets

Incident report

Identify assets to be released

Released assets   Release Management Register

Release

To the test server

Legend ： Configuration Management tool

<Example of description 2>
(1) Configuration Management tool: Do not use

(2) Configuration Management Procedure

Operator	Configuration Manager

※Those that have been investigated and decided to be feasible.

Incident report

Receipt of incident report

Modification Application → Receipt and recording of modification

Modification Management Register

Receipt of modification permission ← Modification Permission (approval)

For work ← Check out from repository ← Repository

For work ↔ Correction· test· confirmation

Modification work completion notification → Modification content review· recording

Release Management Register

Receipt of modification permission ← Modification Permission (approval)

For work → Repository check in → Repository

Fill in the incident report with the handling result and the target assets

Incident report

Identify assets to be released

Release asset   Release Management Register

Release

To the test server

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.

☐	Follow document described on the right	Name of Document:
☐	As follows	

☐	Follow document described on the right	Name of Document:
■	As follows	

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.

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.

☐	Follow document described on the right	Name of Document:
☐	As follows	

☐	Follow document described on the right	Name of Document:
■	As follows	

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.

☐	Follow document described on the right	Name of Document:
☐	As follows	

■	Follow document described on the right	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)
□	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.

☐ Follow document described on the right	Name of Document:
☐ As follows	

☐ Follow document described on the right	Name of Document:
■ As follows	

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 inquries 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

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 maitenance service are determined below.

[Legend]   Fixed (Fixed Monthly: Selection Options)   Fixed (Fixed Monthly)   Variable (Ticket)   Individual Quote

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.

☐ Follow document described on the right	Name of Document:
☐ As follows	

1.10.Billing Management (Pay-per-use Contract) **Defined by Project**
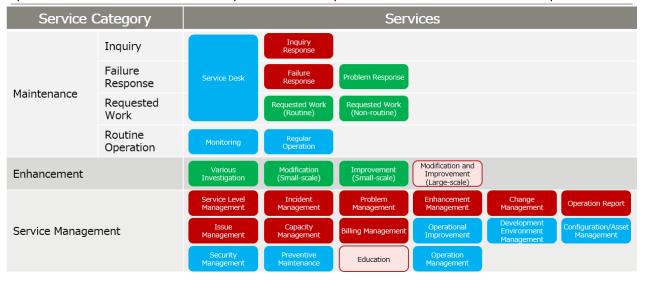
The billing management that is implemented based on a pay-per-use billing contract is specified in this chapter.
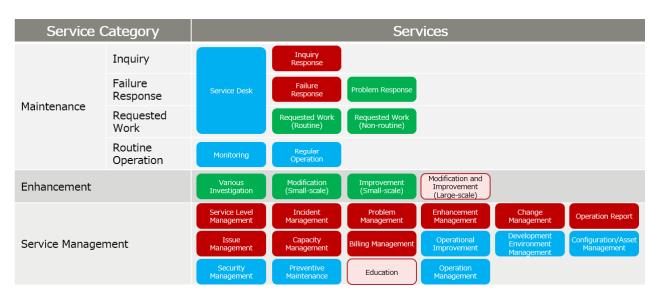
If it is unnecessary, leave only the title of this chapter and write "Not applicable to this operation and maintenance service".

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.

[Legend]

| Fixed (Fixed Monthly: Selection Options) | Fixed (Fixed Monthly) | Variable (Ticket) | Individual Quote |

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		

1.10.1.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.

☐ Follow document described on the right	Name of Document:
☐ 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 menagement

☐　Follow document described on the right	Name of Document:
☐　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.

☐　Follow document described on the right	Name of Document:
☐　As follows	

■ 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)
☐ 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.

☐ Follow document described on the right	Name of Document:
☐ As follows	

☐ Follow document described on the right	Name of Document:
■ As follows	

（１）　Acquisition of Performance Value

Get the performace value.

Refer to "手順書.docx" for the procedure for obtaining perfomance 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.

☐	Follow document described on the right	Name of Document:
☐	As follows	

■	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)
☐	As follows		