～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

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■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	・"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. 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	Modified Item	Modified Content
1	2.0-00	2021/5/31	New Creation	First Edition

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[Special Instructions]

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

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<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 ○○○○ 20xx/xx/xx	Information Systems Department Manager ○○○○ 20xx/xx/xx		Service Manager ○○○○ 20xx/xx/xx	Service Delivery Manager ○○○○ 20xx/xx/xx	Creator Name: ○○○○ 20xx/xx/xx

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Revision History

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

Revision number	Revised On	Descrption	Modified By	Revised Items
1.0	20 xx/xx/xx	Initial Release	○○○○	–

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Content

◆◇ Introduction ◆◇ 5
◆◇ Definition of Terms ◆◇ 6
1. Definition of Operation and Maintenance Services 7
1.1. Objectives and Goals of Operation and Maintenance Services 7
1.1.1. Objectives of Operation and Maintenance Services 7
1.1.2. Goals of Operation and Maintenance Services 7
1.2. Operation and Maintenance Requirements 8
1.2.1. Individual Requirements and Restrictions 8
1.2.2. Individual Requirements for Security 8
1.3. Input 10
1.3.1. Reference Document List 10
1.3.2. Other Inputs 12
1.4. Operation and Maintenance Service Period 13
1.5. Scope of Operation and Maintenance 13
1.5.1. Business Function Configuration 13
1.5.2. Scope of Business 14
1.5.3. Target Systems 15
1.5.4. List of Scope during a Package Additional Development 17
1.5.5. Scope Document 19
1.5.6. System Configuration 21
1.5.7. Network Configuration 22
1.5.8. List of Hardware and Software 23
1.5.9. Other System Interface 24
1.5.10. List of Other System Person in Charge 25
1.5.11. Deliverables 25
1.6. Service Definition 26
1.6.1. Overall Service Picture 26
1.6.2. Service List 27
1.6.3. Service Description 29
1.6.4. Service Delivery Time/Service Reception Time, Provision Date 32
1.6.5. Service Delivery Language 33
1.6.6. Service Tools 33
1.6.7. Service Level Objective 35
1.7. Service Delivery Environment 36
1.7.1. Management of the Service Delivery Environment 36
1.7.2. Your Company Networks 39
1.7.3. Network that Connects to the Internet 40
1.7.4. Other Networks 41
1.8. Prerequisites 42

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1.9. Operations Outside the Operation and Maintenance Implementation Plan 43
2. Structure 43
2.1. Layer definition 43
2.2. Role Definition 43
2.2.1. Your Company Side 44
2.2.2. Our Company Side 44
2.3. Job list 45
2.4. Team Structure Chart 45
2.5. Main Work and Division of Roles 46
3. Schedule 48
3.1. Annual Schedule 48
3.2. Monthly Schedule 48
3.3. Daily Schedule 49
3.4. Other Schedule 50
4. Task Response 50
4.1. Task Definition and Priority 50
4.1.1. Task Definition 50
4.1.2. Task Priority 51
4.2. Flow of Task Response 53
4.2.1. Inquiry Response 53
4.2.2. Failure Response 54
4.2.3. Requested Work (Non-Routine) Response 56
4.2.4. Requested Work (Routine) Response 58
4.2.5. Various Investigation 59
4.2.6. Modification (Small Scale)・Improvement(Small Scale) 61
4.2.7. Problem Response 62
4.2.8. Change/Release Support 64
4.2.9. Issue Response 68
5. Communication 68
5.1. Contact Method 69
5.2. Emergency Escalation Rules 69
5.2.1. Escalation level Managers and Responsible Person from both Companies 69
5.2.2. Escalation Rules 70
5.3. Contact Management 71
5.3.1. Contact List 71
5.3.2. Procedure for Changing the Contact List 71
6. Meeting Strucure 71
6.1. Type and Purpose of Meeting 72
6.2. How to Proceed with Meetings 72

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6.3. Method for Approving Minutes 72
7. Operational Management 73
7.1. Operational Management Planning 73
7.1.1. Cycle of Operational Management 73
7.1.2. Monthly Operational Management Planning 74
7.2. Informational Security Management 74
7.2.1. Identification of Managed Information 74
7.2.2. Handling of Consigned Personal Information 75
7.2.3. Storage Area of Information/Storage Process 75
7.2.4. Handling of Information Ensuing Acceptance 76
7.2.5. Other Rules for Information Management 77
7.3. Management of Equipment and Media 78
7.3.1. Equipment Management Ledger 78
7.3.2. Storage Place and Storage Method for Equipment and Media 79
7.3.3. Other Rules for Equipment and Media Management 80
7.4. System User Management 80
7.4.1. System User Management (SAP AMS) 80
7.4.2. System User Management (Custom AMS) 83
7.5. Document Management 86
7.5.1. Document Management Procedure 86

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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.

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◆◇ 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. 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.

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

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

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□	Follow document described on the right	Name of Document:
■	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.

□	Follow document described on the right	Name of Document:
■	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.

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(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.

☐	No rules specified by your company	
☐	Follow document described on the right	Name of Document:
☐	As follows	

☐	No rules specified by your company	
■	Follow document described on the right	Name of Document: ○○株式会社セキュリティポリシー
☐	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.

☐	No other specific requirements	
☐	Follow document described on the right	Name of Document:
☐	As follows	

☐	No other specific requirements	
■	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
☐	As follows	

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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.

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

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File 1 2 3 4 5 ←Folder Hierarchy	Storage Location	path
○○○Project		
01_Sharing		
01_Customer Supplies		
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/・・・

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File 1 2 3 4 5 ←Folder Hierarchy	Management Type	path
○○○Project		
0 1_Sharing		
01_Deliverables for Configuration Management Target_Ver.XX		
01_RD		
01_System Requirements Definition Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
02_Operation and Maintenance Summary	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
03_Overall Overview	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
02_UI		
01_User Interface Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
02_Database Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
03_Application Method Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
04_Application Environment Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
05_System Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
06_System Environment Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
07_System Environment Introduction Plan	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
08_System Configuration Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
09_Operation and Maintenance Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
03_SS		
01_Process Structure Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
02_System Environment Construction Manual	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
04_PS		
01_Program Design Document	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
05_PG		
01_Source Program	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
02_Load Module	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
06_Development Standard	Project WEB	https://pjshr170.soln.jp/XXXXXXX/pjwebroot/・・・
07_Hard, OS, and PP Asset Information	Project WEB	https://pjshr170.soln.jp/XXXXXXX/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.

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☐	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.

☐	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.

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	As follows	

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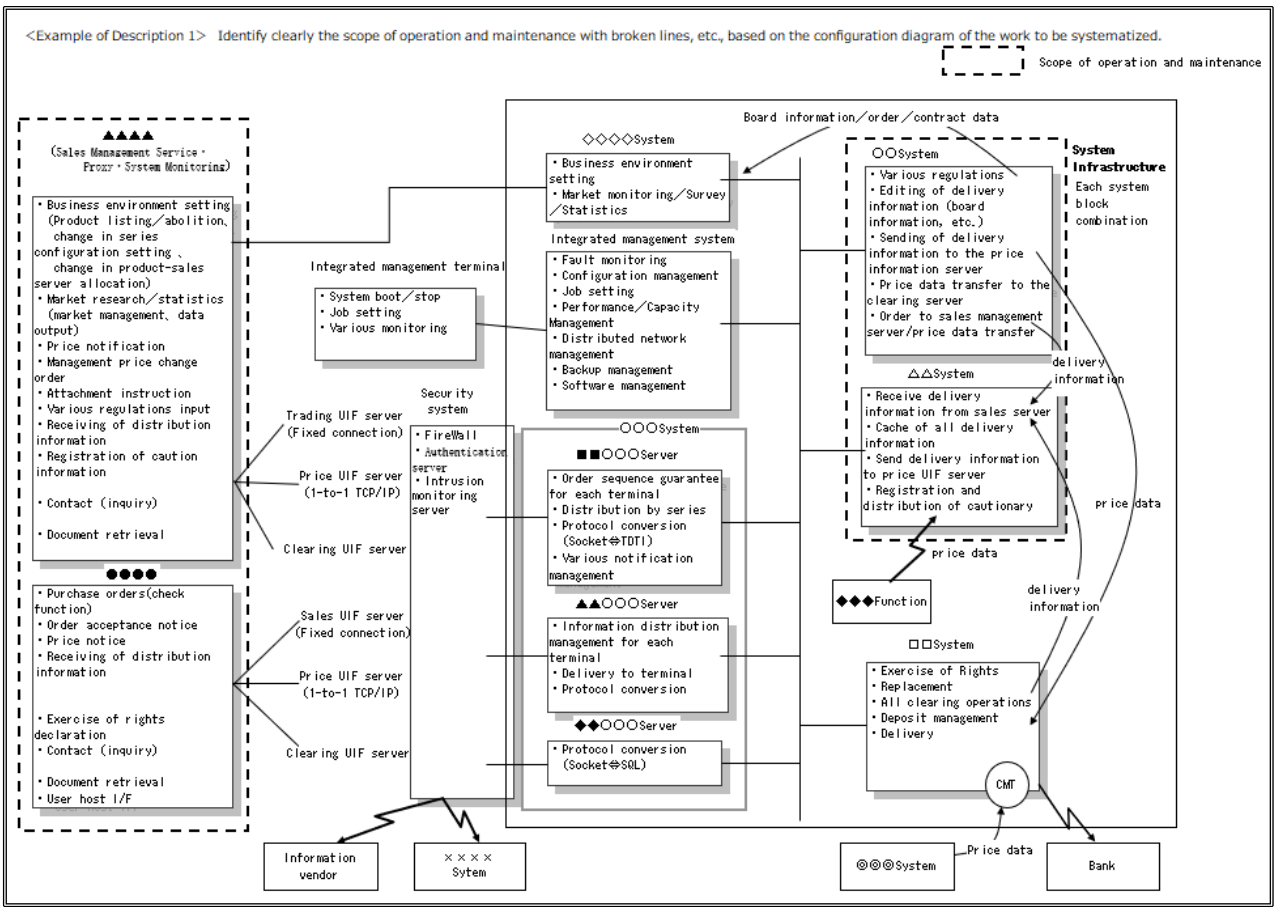
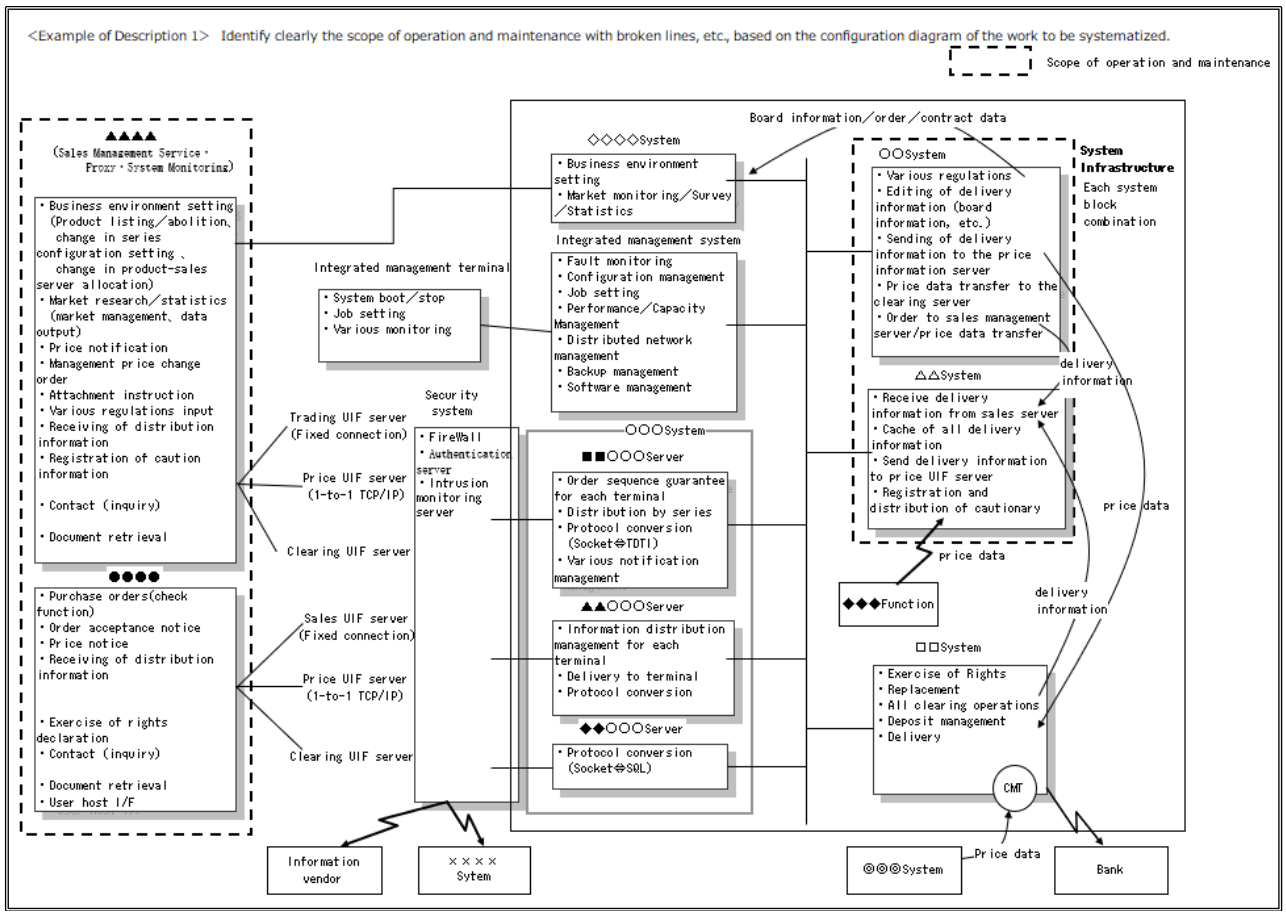


1.5.2. Scope of Business

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.

□	Not applicable	
□	Follow document described on the right	Name of Document
■	As follows	

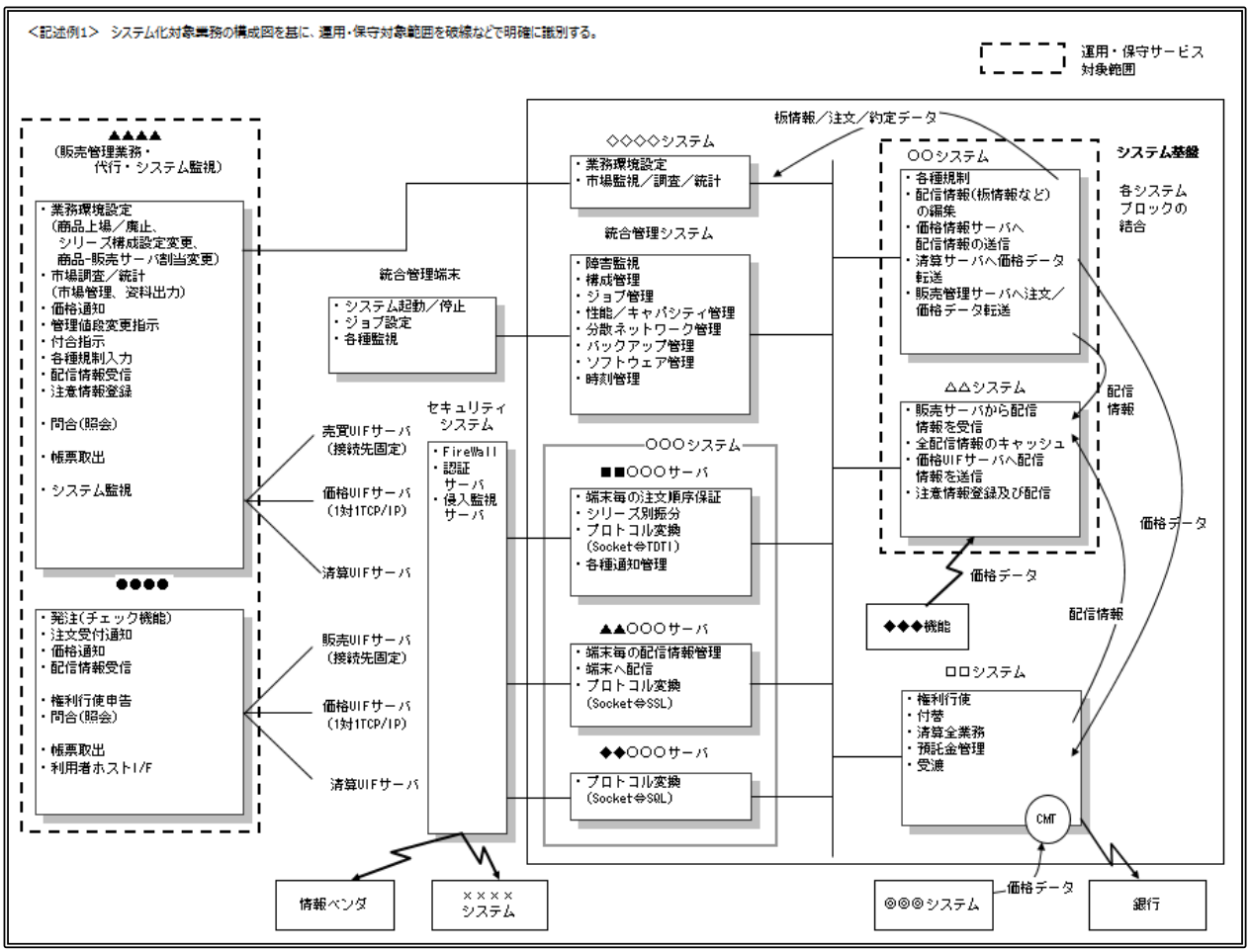


1.5.3. Target Systems

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.

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



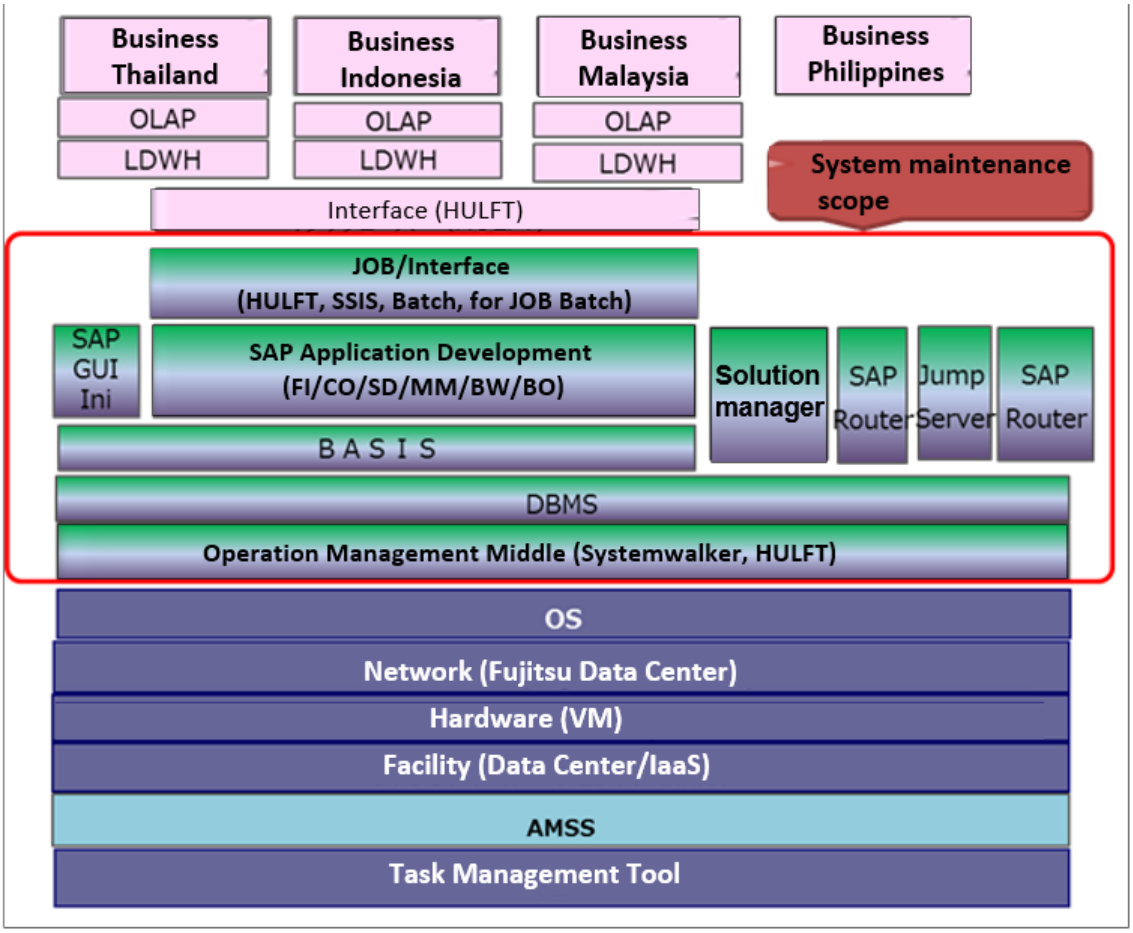
<Example of description 2> Describe a list of business systems subject to operation / maintenance services. Other than the following items are not applicable.

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.)

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	As follows	

Additional development: list of add-on programs

☐	Not applicable	
☐	Follow document described on the right	Name of Document: アドオンプログラム一覧
■	As follows	

Additional development: Customization List

☐	Not applicable	
■	Follow document described on the right	Name of Document: カスタマイズ一覧
☐	As follows	

Additional development: Definition Body List

☐	Not applicable	
■	Follow document described on the right	Name of Document: 定義体一覧
☐	As follows	

Additional Development: List of Scripts

☐	Not applicable	
■	Follow document described on the right	Name of Document: スクリプト一覧
☐	As follows	

Additional development: List of Configuration Files

☐	Not applicable	
■	Follow document described on the right	Name of Document: 設定ファイル

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□ 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.

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【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 (1 2 3 4 5 ←Folder hierarchy)	Management type	Document authorized by	Access permission: Manager	Access permission: Developers	Access permission: Customer	Information classification
○○○Project¥						
01_Common						
01_Client provisions			△	△	△	
01_Client requirements	Document management	(Receipt) project manager				Confidential from other companies
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			○	△	△	Confidential from unrelated parties
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 manangement 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				

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

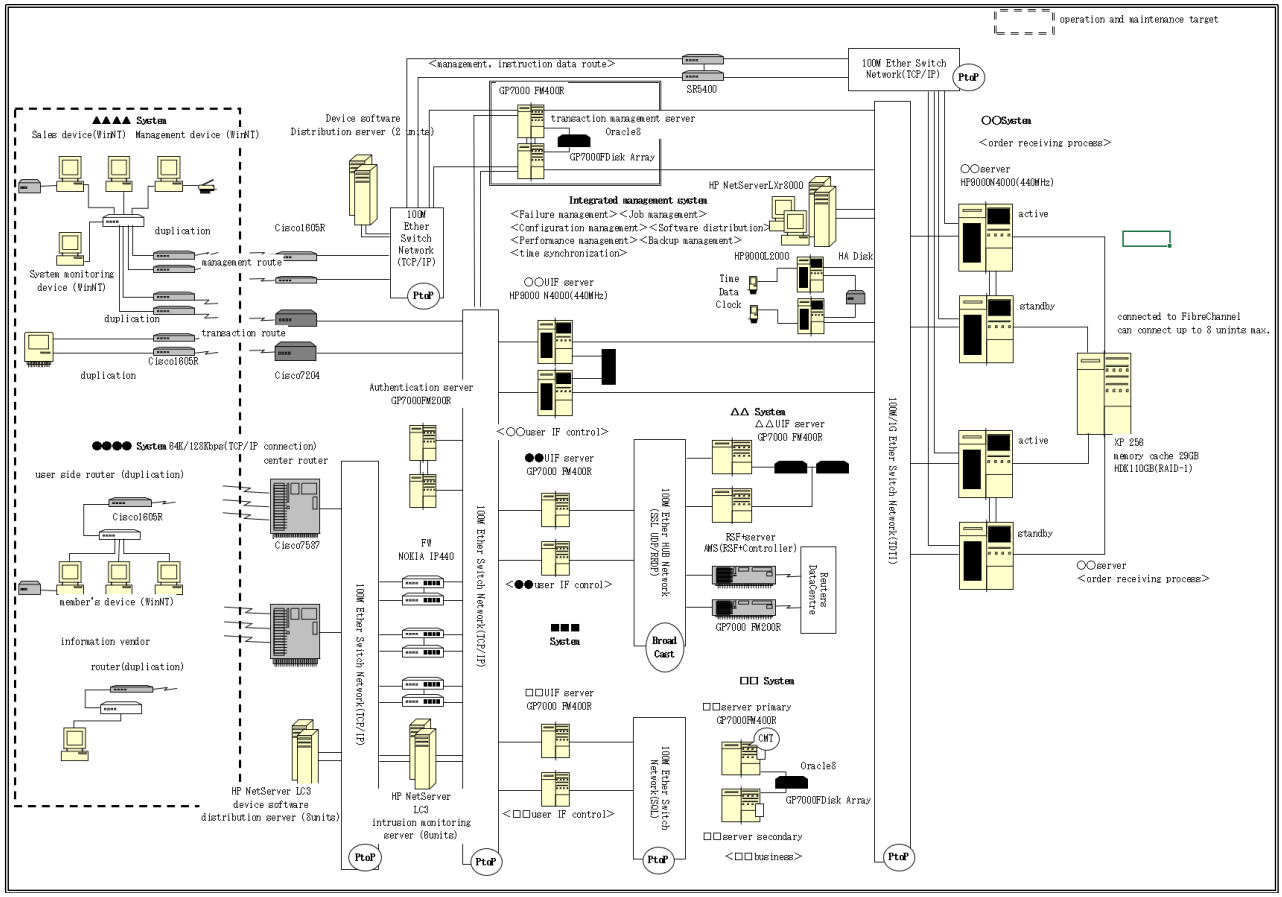
03_SS			○	○	△	Confidential from unrelated parties
01_Process structure design specification	Configuration management	project manager				
02_Building system environment procedures manu	Configuration management	project manager				
04_PS						
01_Program design specification	Configuration management	project 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				
0 2_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	–				
0 3_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

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

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	As follows	

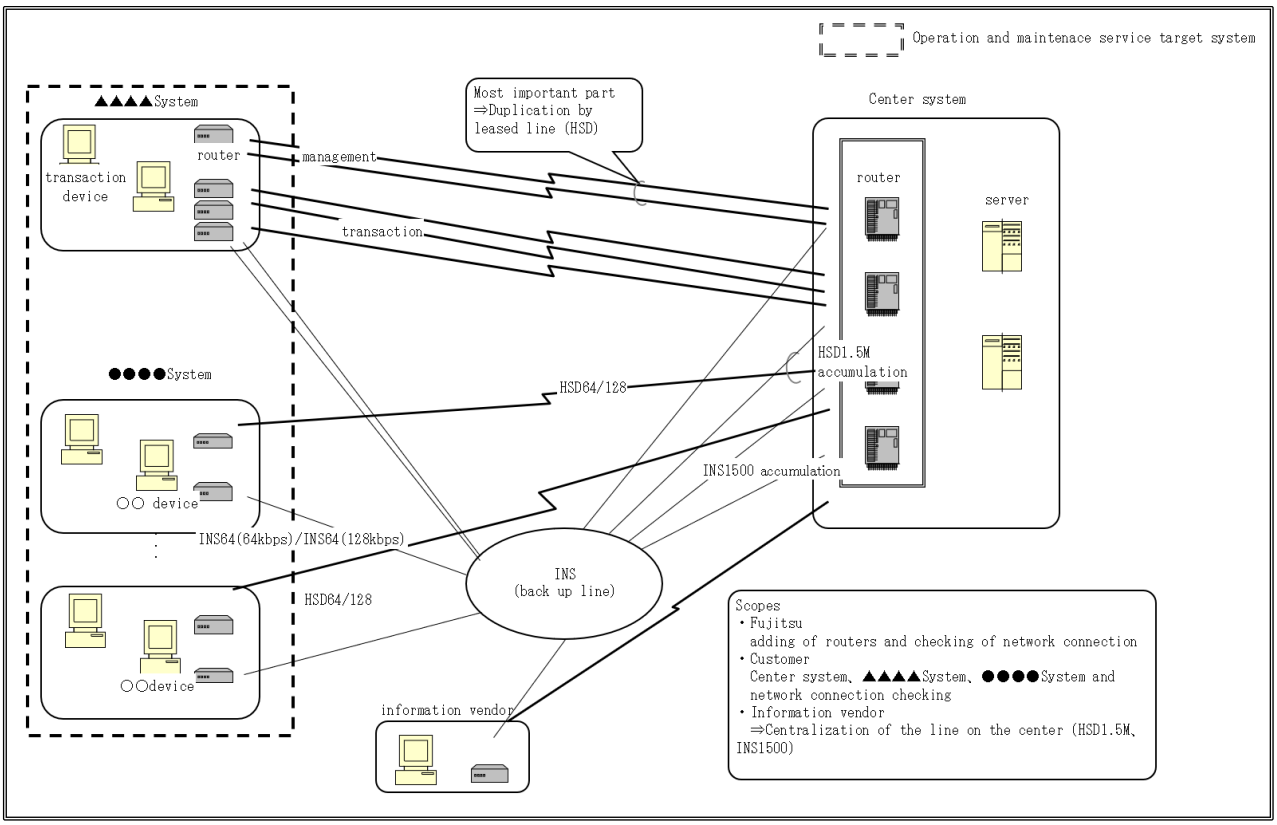


1.5.7. Network Configuration

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.

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	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.

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	As follows	

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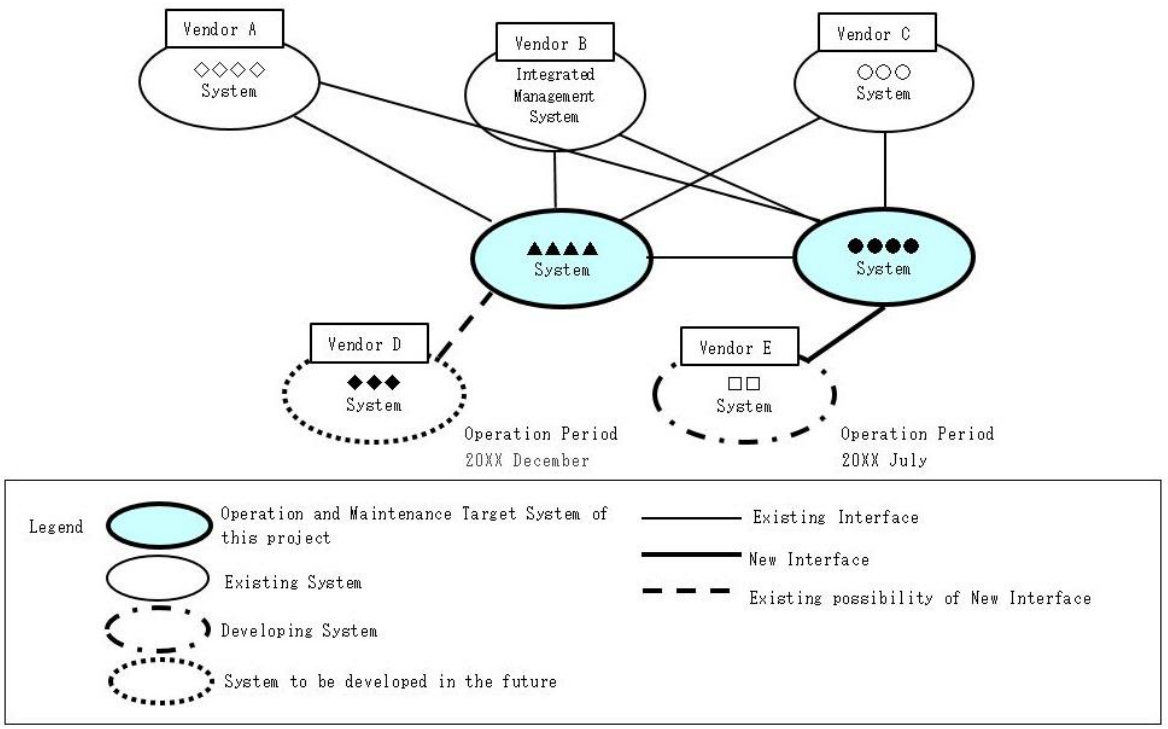
System	Use	Hardware					Software			
		Model name (Notes)	Component	Quantity/capacity	Units	※	Type	Name	※	V/L
▲▲▲▲System	Web server	PRIMERGY RX600 (Duplicate Web server. Selected RAID5 for possible active maintenance)	CPU MEM HDD	2CPU 2[GB] 146.8[GB]	× 2	New	OS Middle	RedHat Linux Advanced Server apache (can be bundled with Interstage) Systemwalker Centric MGR (Agent)	New	V○ V○
	AP server	PRIMERGY RX600 (Duplicate AP server. Selected RAID5 for possible active maintenance)	CPU MEM HDD	2CPU 2[GB] 146.8[GB]	× 2	New	OS Middle	RedHat Linux Advanced Server Interstage Application Server Interstage Charaset MGR Oracle NetService Systemwalker Centric MGR (Agent)	New	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	New	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	New	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	New	reliability function	with advanced / copy function (EC/OPC)	New	○.○
	Monitoring server	PRIMERGY RX200S2 (monitoring server has single configuration)	CPU MEM HDD	1CPU 2[GB] 73.0[GB]	× 1	New	OS Middle	RedHat Linux Advanced Server Systemwalker Centric MGR (MGR)	New	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, descried 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.

□	Not applicable	
□	Follow document described on the right	Name of Document:
■	As follows	



Sample 1.5.9

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.

☐ Not Applicable	
■ 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.

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

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

1.6. Service Definition

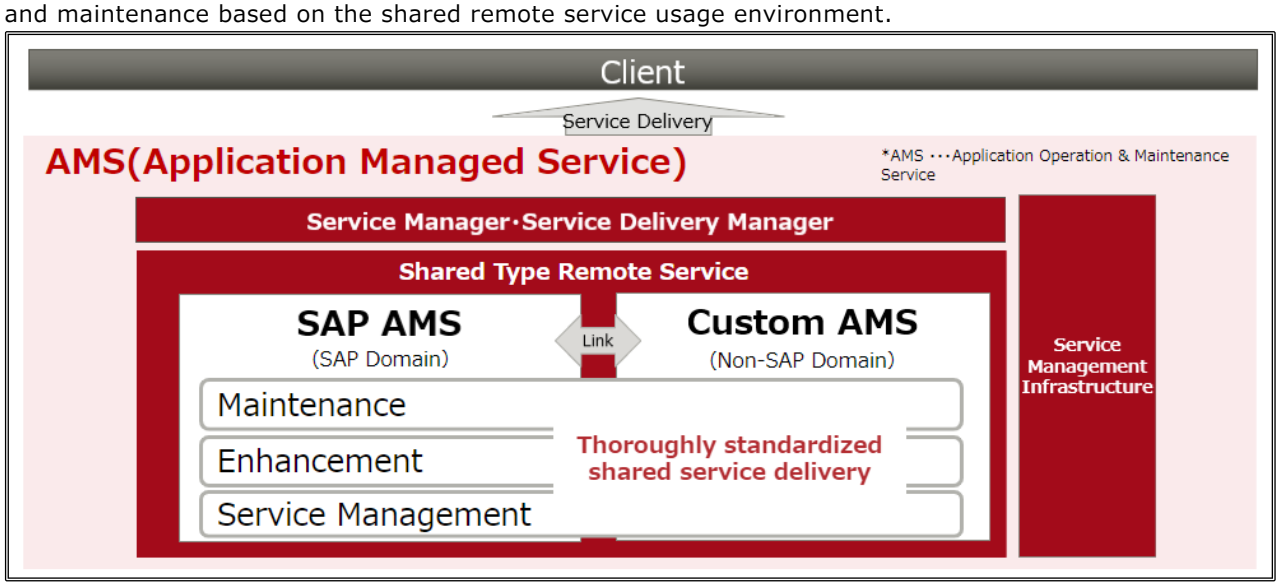
The overall outline of the services, the services covered by the Customer's contract, the hours of service, date of service, and language of service shall be determined.

1.6.1. Overall Service Picture

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

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

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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

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

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

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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)

①Inquiry 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)

①Failure 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“.

②Problem 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)

①Requested 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.

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②Requested 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)

①Regular 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.

②Monitoring

・ 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

①Various 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.

②Modification (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.

③Improvement (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.

④Modification 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.

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※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 the 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, changes 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.

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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 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.

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

	Standard	Unique to your company

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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.

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

①Usage Tool

	Standard	Unique for your company
Service Management Tool	TRIOLE for ServiceNow	

②Service Management Tool Operation Procedure

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

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

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■	Follow document described on the right	Document: TfSnow 利用者向け操作手順書
□	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.

□	Not Applicable	
□	Follow document described on the right	Name of Document:
□	As follows	

□	Not Applicable	
■	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)
□	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 Procesure

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

□	Follow the documents Described on the right	Name of Document:
□	As follows	

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■	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
□	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.

①Usage Tool

Tool Name : Microsoft Teams

②Remote Communication Tool Usage Procedure

To define ways on how the tools shall be used.

□	Follow the documents Described on the right	Name of Document:
□	As follows	

■	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
□	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.

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

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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.

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

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

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

(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.

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

No.	Base Name	Authentication		Access Management	
		JISQ 27001	ISO 9001	Access Management	Monitoring Camera
1	SSC Tokyo	○	○	Vein Authenticated	○
2	SSC Kansai	○	○	Card Authenticated	○
3	SSC Shikoku	○	○	Card Authenticated	○
4	India Global Delivery Centre (GDC)	○	○	Card Authenticated	○
5	India Global Delivery Centre (GDC)	○	○	Card Authenticated	○
6	India Global Delivery Centre (GDC)	○	○	Card Authenticated	○

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7	India Global Delivery Centre (GDC)	○	○	Card Authenticated	○
8	India Global Delivery Centre (GDC)	○	○	Card Authenticated	○
9	Philippine Global Delivery Center (GDC)	○	○	Card Authenticated	○
10	Philippine Global Delivery Center (GDC)	○	○	Card Authenticated	○
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.

☐	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	○
2	SSC Kansai	Internet Connection (Shared)	Software VPN	○
3	SSC Shikoku	Internet Connection (Shared)	Software VPN	○
4	India Global Delivery Center (Pune)	Internet Connection (Shared)	Software VPN	○
5	India Global Delivery Center (Chennai)	Internet Connection (Shared)	Software VPN	○
6	India Global Delivery Centre （Hyderabad）	Internet Connection (Shared)	Software VPN	○
7	India Global Delivery Centre （Bengaluru）	Internet Connection (Shared)	Software VPN	○

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8	India Global Delivery Centre （Noide）	Internet Connection (Shared)	Software VPN	○
9	Philippine Global Delivery Center (GDC)（Cebu）	Internet Connection (Shared)	Software VPN	○
10	Philippine Global Delivery Center (GDC)（Manila）	Internet Connection (Shared)	Software VPN	○
11	Home of personnel during Corona response	—	—	—
12	Work at home with SDM (GDC) approval		Software VPN	

Operation and Maintenance Circuit Connection Procedure

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

■ Follow document described On the right	Name of Document: Operation and Maintenance Line Connection Procedure
☐ 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.

☐ No connection	
☐ Connection Prohibition	
☐ Connected	
☐ Follow document described on the right	Name of Document:
☐ As follows	

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☐	No connection	
☐	Connection Prohibition	
■	Connected	
	☐ Follow document described on the right	Name of Document:
	■ 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.

☐	No connection	
☐	Connection Prohibition	
☐	Connected	
	☐ Follow document described on the right	Name of Document:
	☐ As follows	

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☐ No connection	
☐ Connection Prohibition	
■ Connected	
☐ 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.

・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.

☐	No local network
☐	Has Local Network

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

☐ No local network	
■ Has Local Network	
☐ Follow document described on the right	Name of Document:
■ 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.

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

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

- Te 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.

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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.

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2.2.1. Your Company Side

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	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

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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.

☐	Not applicable	
■	Follow document described on the right	Name of Document: 担務表
☐	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.

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

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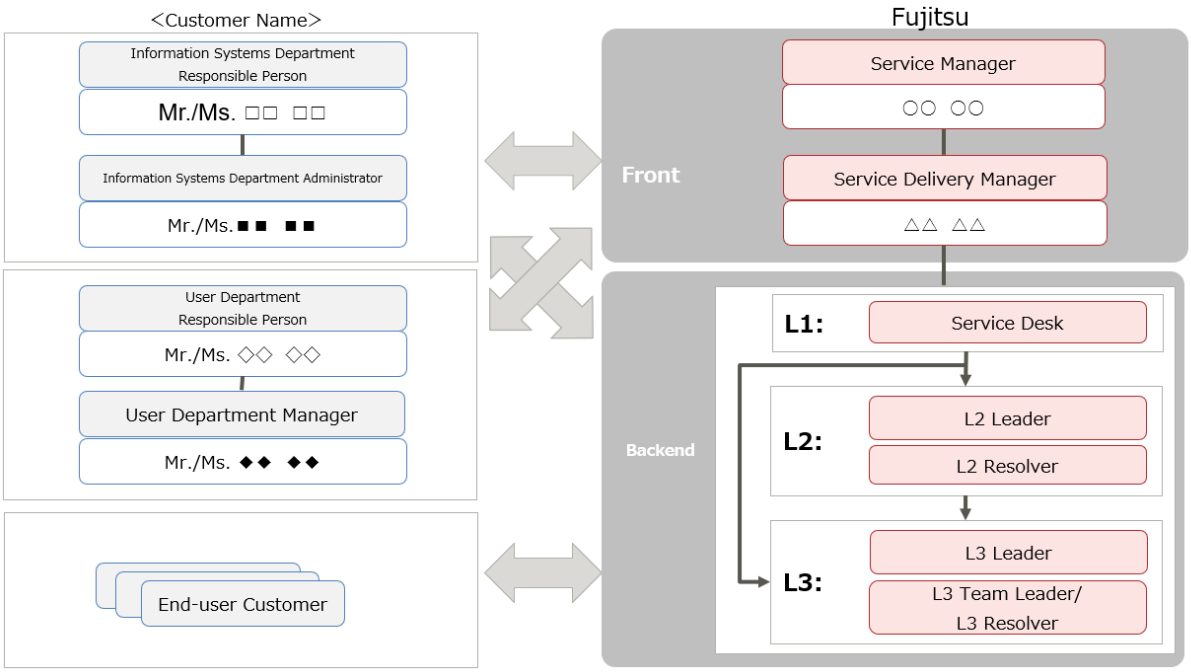
□	Follow document described on the right	Name of Document:
■	As follows	



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.

□	Follow document described on the right	Name of Document:
■	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	Failure Response	◇	◎
		Problem Response	◇	◎
	Work Request	Requested Work (Routine)	◇	◎
		Requested Work (Non-Routine)	◇	◎

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	Routine Work	Monitoring	◇	◎
		Regular Operation	◇	◎
	Inquiries, Failure Response, Work Request	Service Desk	Further Discussion Needed	Further Discussion Needed
Enhancement		Various Investigation	◇	◎
		Modification (Small Scale)	◇	◎
		Improvement (Small Scale)	◇	◎
		Modification/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	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

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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.

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

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

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

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

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

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

☐ Follow document described on the right	Name of Document:

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☐ As follows	

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

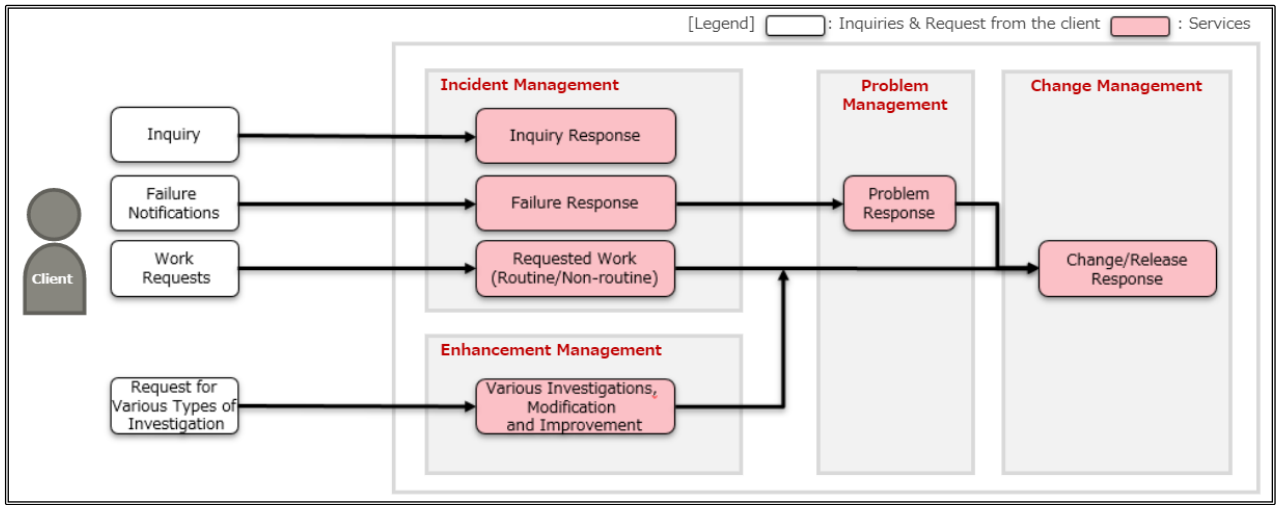
Clarify the content and response flow for each task in this operation and maintenance service.

4.1. Task Definition and Priority

The task definition and priories 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

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

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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

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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

■ 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)
□ 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.

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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.

■ 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

(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		

4.2.2. 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 Nighly 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.

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③ Implementation of Temporary Countermeasures

・ Our company will make the required preparation, such as creating and implementing temporary countermeasure procedures.

※Depending on the faiure, temprorary 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)
□ 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 issurance 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 implement 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))
□ 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 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 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

(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）
□ 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.

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・ 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

■ 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))
□ As follows		

(3) Routine Work List/Procedure

Defined by Project

■ 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
□ 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

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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

(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）
□ As follows		

4.2.5. Various Investigation

In response to an inverstigation 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 a 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 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

(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）
□ As follows		

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

Modification (Small scale):
The requests are being triggered by your cmpany 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

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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

■ 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）
□ 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

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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

(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）
□ 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.

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(2) Problem Response Scenario

■ Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： 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）
□ As follws		

(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

■ Follow document described on the right	Name of Document:	TfSNow 管理項目一覧： 2-1.問題管理の TfSNow 項目

(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： 5.問題（根本障害対応）
□ As follows		

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.

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(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 complany, 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

■ 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）
□ As follows		

(3) Management Items

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・ 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 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 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

(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）
□ 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.

□ 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
□ As follows		

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

☐	Not applicable	
☐	Follow document described on the right	Name of Document:
■	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

☐	None	
☐	Follow document described on the right	Name of Document:
☐	As Follows	

☐	None	
☐	Follow document described on the right	Name of Document:
■	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 informationthat we have changed and verified in a test environment.

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・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

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・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

■ Follow document described on the right	Name of Document:	概要シナリオ（標準サービス）： 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）
□ As follows		

(3) Issue Management Ledger

■ Follow document described on the right	Name of Document	課題管理台帳
□ As follows		

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.

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

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

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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 maneger/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

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	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 escalates 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
□	As follows	

5.3.2. Procedure for changing the contact list

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

■	Follow document described on the right	Name of Documnt: 会議体一覧
☐	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.

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

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

- 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.

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

■	Follow document described on the right	Name of Document: 運用管理計画
☐	As follows	

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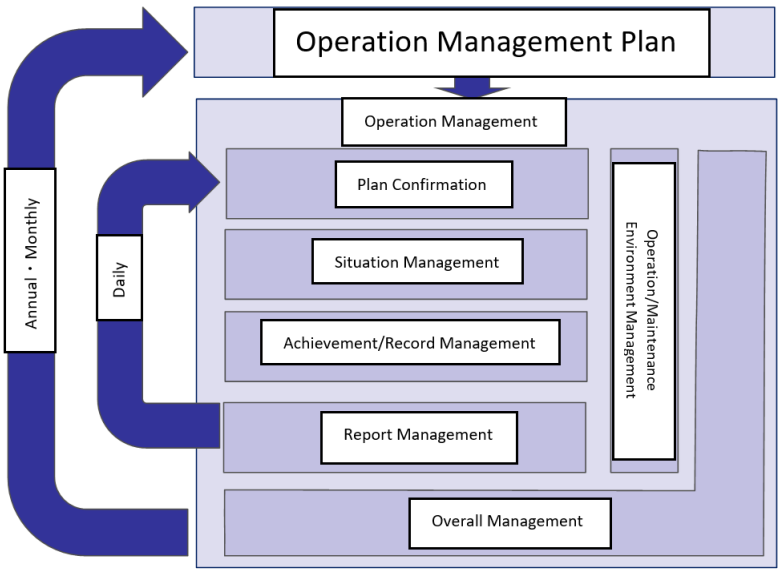
7.1.1. Cycle of Operational Management

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.



Operation・Maintenance Overall 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.

.

☐ Follow document described on the right	Name of Document:

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■	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.

□	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.

□	No Consigned Information	
□	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.

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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 the 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.

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

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

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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.

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

□	Follow document described on the right	Name of Document:
■	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 acceptane 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

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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

☐	No Specific Rules	
☐	Follow document described on the right (if any)	Name of Document:
■	As follows	

☐	Follow document described on the right (if any)	Name of Document:
■	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 sucha 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.

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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
□ 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.

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

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■	Follow document described on the right	Name of Document:
□	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.

□	No Unique Rules	
□	Follow document described on the right	Name of Document:
■	As follows	

□	No Unique Rules	
□	Follow document described on the right	Name of Document:
■	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.

□	Not Applicable	
□	Follow document	Name of

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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

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・ 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.

■ 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
□ As follows		

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.

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(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.

■ 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
□ 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.

■ Follow document described on the right	Name of Document:	JGG_特権ユーザ申請概要_V1.00
□ 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.

□ Not Applicable	
□ Follow document described on the right	Name of Document:

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■ 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.)

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（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
□	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).

I. To match a user list extracted from a system to be managed with a user management ledger and a worker ledger.

II. 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.

III. Prepare an account inventory record including the results of the review and obtain your approval.

IV. 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.

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（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.

■ 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
□ 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.

■ Follow document described on the right	Name of Document: JGG_特権ユーザ申請概要_V1.00
□ 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

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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.

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

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（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.

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