

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

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

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

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

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■ Request

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

<Customer Name> <System Name>

System Operation and Maintenance Services

Operation and Maintenance
Implementation Plan
(Internal Edition)

○○ Edition

Issue Date: 20 xx/xx/xx

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

Revision History

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

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

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◆◇ Introduction ◇◇

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

☐ Precaution

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

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

This plan shall be revised in the following occasions:

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

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

・Change in Scope (Requirement/ Specifications)

・If significant changes have to be made in the baseline service.

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

When there is change in description details along with the progress of operation/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

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

◆◇ Definition of Terms ◇◇

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

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

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-

1. Operational Management

1.1. Operation Report

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

1.1.1. Summary

(1) Aggregation, Analysis and Evaluation of Operation Status

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

(2) Report Creation and Report

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

(3) Confirmation of Report Results

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

1.1.2. Types of Operation Reports

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

1.1.3. Report Format

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

※The format uses the list report format as standard.

1.1.4. Operational Report Scenario

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

1.2. Service Level Management

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

The service level managements of the service are described below.

1.2.1. Summary (Monthly)

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

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

(2) Report on improvement proposals

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

(3) Confirmation of improvement proposals

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

1.2.2. Summary (Annual)

(1) Conduct customer satisfaction surveys

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

1.2.3. Service Level Management Scenarios

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

1.3. Personnel Management

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

The personnel management of the service are described below.

1.3.1. Summary

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

1.3.2. Personnel List

Defined by Project

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

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

1.3.3. Personnel Participation

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

(1) Personnel Participation Process

The following process will be followed when new personnel participate.

① Fujitsu (Japan) (Including Partners)

Service Manager/Service Delivery Manager participation:

- Fujitsu (Japan) will notify GDC and customer.

L2/L3 Leaders participation:

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

L2/L3 resolver and L3 team leader participation:

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

② GDC

Service Delivery Manager participation:

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

L2/L3 Leaders participation:

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

L2/L3 Resolver and L3 Team Leader participation:

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

(2) Personnel Participation Checklist

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

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

1.3.4. Personnel Disengagement

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

(1) Personnel Disengagement Process

Follow the process below when personnel are disengaging.

① Fujitsu (Japan) (Including Partners)

Service Manager/Service Delivery Manager diengagement:

- Fujitsu (Japan) will notify GDC and Customer.

L2/L3 Leader diengagement:

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

L2/L3 Resolver and L3 Team Leader diengagement:

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

② GDC

Service Delivery Manager diengagement:

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

L2/L3 Leader diengagement:

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

L2/L3 Resolver and L3 Team Leader diengagement:

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

(2) Personnel Disengagement Checklist

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

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

Defined by Project

1.3.5. Personnel Development

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

(1) Personnel Skills Requirements

Describe the personnel skill requirement.

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

<input checked="" type="checkbox"/> Follow document described on the right	Name of Document: 要員スキル評価・改善計画
--	--------------------------------

☐ As follows

(2) Personnel Development Plan

Describe the training and KT items needed for personnel development.

Practice not only the technical skills, but also basic operations and customer-specific operational process rules.

The basic skills that are required for operations and maintenance (How to take phone calls, how to write emails, etc.) will be acquired through company standard education.

The customer-specific skills are acquired through KT imparted by the existing members.

The trainings and KT should not affect the normal service operations. (Attending classes outside of service hours, etc.)

☒ Follow document described on the right

Name of JGG_トレーニング計画
Document:

☐ As follows

(3) Personnel Proficiency Evaluation

Describe the proficiency evaluation method of personnel skills.

Evaluate not only the technical skills, but also basic operations and customerspecific operational process and rule proficiency.

Evaluate skills based on education results and tests.

☒ Follow document described on the right

Name of 候補評価テンプレート
Document: JGG_評価_スコア

☐ As follows

1.3.6. Personnel Leave Management

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

(1) Personnel Leave Plan

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

☒ Follow document described on the right

Name of SAP AMS タイムシート
Document:

☐ As follows

1.4. Incident Management

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

1.4.1. Summary

(1) Confirmation of Content Registration of Service Management Tool

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

(2) Confirmation of deadline compliance

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

(3) Confirmation of deadline re-adjustment

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

1.4.2. Incident Management Ledger

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

The Incident Management Ledger uses a service management tool.

1.4.3. Incident Management Scenario

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

1.5. Problem Management

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

The problem management of the service are determined below.

1.5.1. Summary

Defined at "1.4.1. Summary".

1.5.2. Problem Management Ledger

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

The problem management ledger uses a service management tool.

1.5.3. Problem Management Scenario

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

1.6. Change Management

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

The change management of the service are determined below.

1.6.1. Summary

(1) Confirmation of Release

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

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

(2) Confirmation of Reports and Countermeasures

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

1.6.2. Change Management Ledger

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

The Change Management Ledger uses a service management tool.

1.6.3. Change Management Scenario

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

1.7. Enhancement Management

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

1.7.1. Summary

Defined at "1.4.1. Summary".

1.7.2. Enhancement Management Ledger

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

The enhancement management ledger uses the service management tool.

1.7.3. Enhancement Management Procedure

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

1.8. Issue Management

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

Issue management in this service is defined below.

【Definition of Issues】

The difference between risks and issues are as follows.

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

※Risks are defined in "2.6 Risk Management".

1.8.1. Summary

(1) Confirmation of Issue

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

(2) Confirmation of deadline compliance/responses

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

(3) Confirmation of deadline re-adjustment

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

1.8.2. Issue Management Ledger

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

1.8.3. Issue Management Scenario

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

1.9. Internal Issue Management

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

The internal issue management of the service are determined below.

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

1.9.1. Summary

(1) Confirmation of Issue

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

(2) Confirmation of Deadline Compliance

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

1.9.2. Service Management Tools Operation Manual

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

1.9.3. Issue Management Scenario

Defined by Project

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

1.10. Capacity Management

Defined by Project

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

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

The capacity management of the service are determined below.

1.10.1. Summary

(1) Collection of Capacity Information and Analysis/Evaluation

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

1.10.2. Capacity Management Item

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

1.10.3. Capacity Management Scenario

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

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

1.11. Dissemination of Information

Defined by Project

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

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

1.11.1. Summary

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

1.11.2. Disseminated information/Person in Charge/Timing

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

Information to be disseminated	Person in charge to disseminate	Dissemination Timing
Information regarding the project operation (Disseminated tasks in relation to project plan document modification & operation rule modification)	Service Manager or the Service Delivery Manager	As necessary
Information regarding the Functional and Non-Functional Requirements (Disseminated tasks in relation to requirement and modification definition documents)	L3 Leader or L3 Subleader	As necessary
Information regarding the application development, infrastructure and operation/maintenance including transfer (Disseminated tasks in relation to design document modification and various incidents)	Service Manager Service Delivery Manager L2 Leader, L3 Leader/ Subleader	As necessary
Information regarding the development standards (Disseminated tasks in relation to design standards/development standards/development tool usage method)	Service Delivery Manager L2 Leader, L3 Leader/ Subleader	As necessary
Other dissemination tasks (Excluding the tasks included above) (Disseminated tasks in relation to minutes and problem points/issues)	Service Manager Service Delivery Manager L2 Leader, L3 Leader/ Subleader	As necessary

1.11.3. Dissemination of Information

Clarify the dissemination method and the mechanism for confirming well-known (tools to be used, etc.).

Establish either Microsoft Teams or Skype for Business as a tool in standard. In that case, participants are determined so that the internal information will not be overlooked externally (customers, other companies, etc.).

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

described on the right	Document:
■ As follows	

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

1.12. Internal Improvement Activities

Defined by Project

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

The internal improvement activities of the service are determined below.

1.12.1. Summary

The flow of operations improvement is described.

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

1.12.2. Service Improvement Plan (SIP)

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

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

(1) Objective

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

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

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

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

(2) Plan Creation Timing

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

(3) Roles and Responsibilities

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

(4) Confirmation of Verification and Validation

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

(5) Measurement

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

(6) Completion Process

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

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

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

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

サービス改善計画.xlsx

1.12.3. Root Cause Analysis (RCA)

(1) Objectives

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

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

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

(2) Target Scope

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

(3) Start Up Preparation

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

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

(4) Procedures

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

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

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

根本原因分析.xlsx
根本原因分析.docx

(5) Completion Process

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

Reference Document:

Root cause analysis for SQL stop service job abended on HBA000001 server

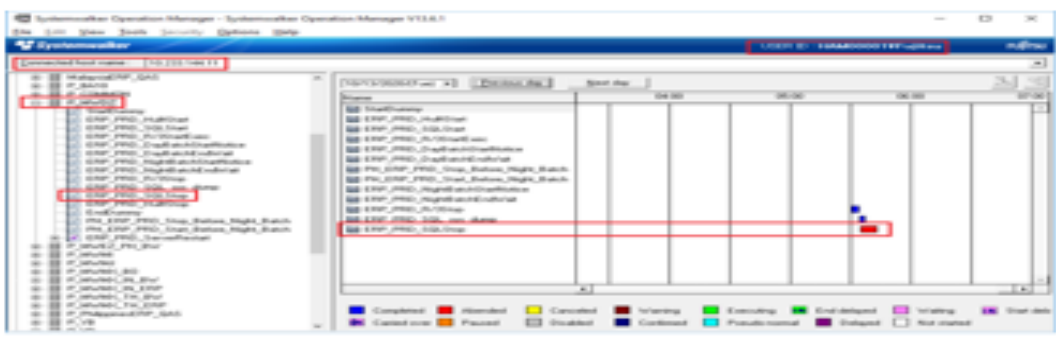
Timeline:

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

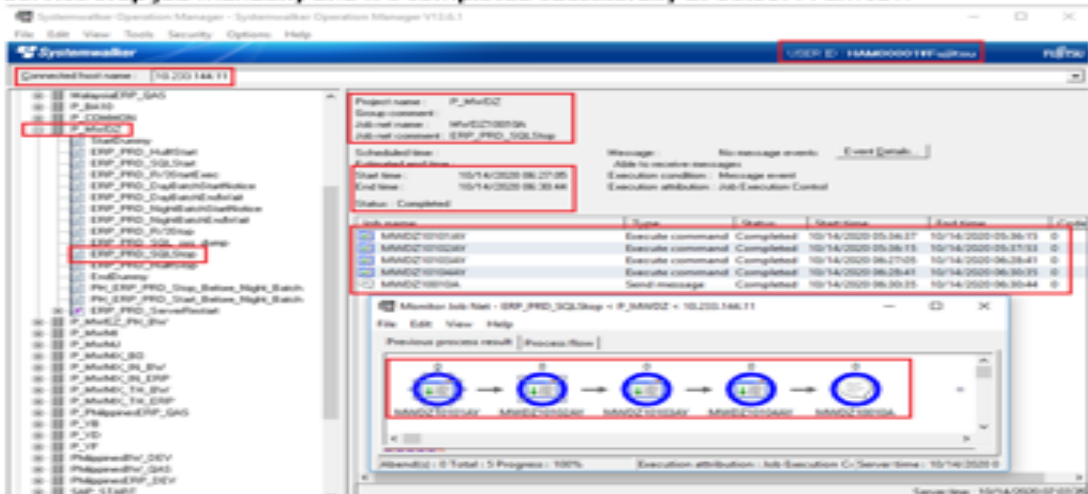


- [Wednesday, Oct 14th 2020, 06:57:00 AM JST] RIM team notified to NST) via service desk team





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



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

❖ **Issue :-**
ERP_PRD_SQLStop (SQL service stop job on HBA00001 server) system walker job abended.
Manual recovery to be performed.

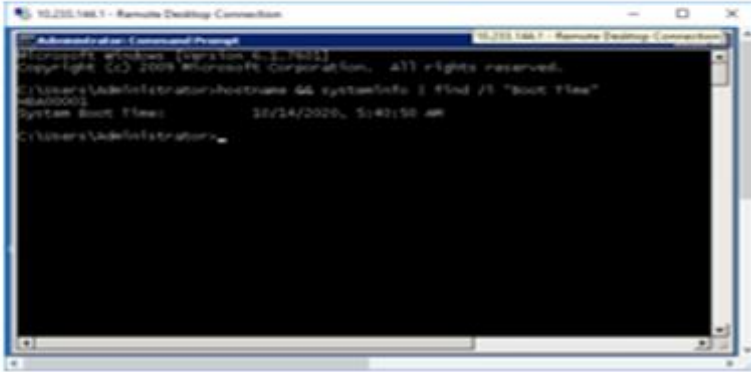
❖ **Direct Cause:-**
At the time of System walker job starts HBA00001 server was in offline. Due to this system walker job couldn't connect to server and job abended.

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

OS memory reduction was the activity performed first time by RIM team. Earlier during Memory increase server reboot not required, whereas for reduction it's mandatory to reboot the server.

RIM team missed to confirm all stop services jobs will get completion before informing timeline for memory reduction to FAPL team.

-Time of server reboot (5:40 am JST) by FAPL team the job "ERP_PRD_SQLStop" was still running.



And those jobs couldn't connect to HBA00001 server & got abended.

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

Permanent solution:-

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

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

1.12.4. Operation Improvement Scenario

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

Defined by Project

1.13. Process Management

Determine the necessity of implementing process management in the project, and if not, delete this chapter.

Internal reporting is required for implementation, and the necessity of reporting to the customer is discussed with the customer in advance.

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

The process management of the service are determined below.

1.13.1. Summary

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

1.14. Risk Management

Defined by Project

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

The risk management of the service are determined below.

1.14.1. Summary

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

1.14.2. Risk Response Plan

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

☐ Not applicable

☒ Follow document
described on the right

Name of Document: リスク管理表

1.14.3. Risk Management Methods

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

☐ Not applicable

☐ Follow document
described on the right

Name of Document:

☒ As follows

(1) Timing and method of checking response status

Check the following once a week.

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

(2) Timing and method of review

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

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

2. Internal Escalation

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

2.1. Emergency Escalation Levels

The emergency escalation levels of the service are determined below.

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

2.1.1. Escalation level and its managers/responsible persons

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

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

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

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

Level 3	Responsible Person Escalation	Service Head/ JDU Co- head	Responsible person for service (Primary)	JDU Head/ GDC Deputy Head
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