|  |  |  |
| --- | --- | --- |
| **Direção de Sistemas de Informação** |  | **Supplier – SIBS FPS** |
| Supplier Management |

Essential Service Provider (ESP)? **Yes**

1. **Contract**
   1. *Scope*

The solution provides card operations processing through Multibanco and Mastercard networks, clearing and settlement of the card transactions.

* 1. *Services Provided*
* Incident Management
* Change Management
* User support

It includes continuous support 24/7 for critical incidents (that cause the unavailability of the solution – PRT connections).

**Renewal**: Annually on 3rd May.

* 1. *Service availability*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Business Days** | **Weekend/Holidays** | **Report channel** |
| Incident Management | Critical: 0h00 - 24h00  Other level: 9h - 18h | Critical: 0h00 - 24h00  Other level: NA | PRT Sessions  [AOCPO.Operacao@sibs.pt](mailto:AOCPO.Operacao@sibs.pt) / +351 214 162 131  General issues  [sac.suporte@sibs.pt](mailto:sac.suporte@sibs.pt) / +351 217 918 742 |
| User support | 9h - 18h | - | Email  General – [sac.suporte@sibs.pt](mailto:sac.suporte@sibs.pt)  Services Activation – [actservicos@sibs.PT](mailto:actservicos@sibs.pt)  Payment Entities – [suporteaentidades@sibs.pt](mailto:suporteaentidades@sibs.pt)  Fraud issues – [helpdesk.fraude@sibs.pt](mailto:helpdesk.fraude@sibs.pt)  Billing – [factur@sibs.pt](mailto:factur@sibs.pt)  Callcenter  +351 217 918 742 |

* 1. *SLA’s & Penalties*

N.A., not previewed in the contract.

* 1. *Deliverables*

|  |  |  |
| --- | --- | --- |
| **Deliverable** | **Deadline** | **Contract Clause** |
| Quarterly report with information regarding the **service levels** achieved in the respective quarter | Until the end of the following month | - |
| Updates to the solution documentation, as a result of the execution of tasks within the scope of the Change Management service | On the release date | - |
| IT Continuity Plan and BCP tests plan for the coming year. | Annually | - |
| Report with results of the tests carried out in the scope of the BCP, as well as, in case of verification of existence of failures, the presentation of the action plan for remediation of the issues found. | Annually | - |

* 1. *Governance*
* Annual Committee (the ESP is responsible for scheduling this meeting) with the following objectives:
  + Control of SLA’s compliance (NA)
  + Verification of ESP clauses
    - Provider's strategic plan with impact for the activity (technological, organizational or legislation changes).
    - Result of the tests carried out in the scope of the Activity Continuity Plan as well as in case of verification of the existence of failures, presentation of the plan of action for remediation the same
    - IT Continuity Plan and BCP tests plan for the coming year.
* Regular follow-up meetings, when needed.
* Follow-up reports exchanged by email on a monthly basis
  1. *Points of contact*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Name** | **Function** | **Email** | **Contacts** |
| Provider | Bárbara Cruz | Account Manager | barbara.cruz@sibs.com | Phone: +351 217 813 089  Mobile: +351 916 704 228 |
| Internal | Sofia Oliveira | Change manager | Sofia.Oliveira@cetelem.pt | Phone: +351 217 228 720 |
| Internal | Carlos Pires | Incident manager | Carlos.Pires@cetelem.pt | Phone: +351 217 228 742 |

1. ***RACI Matrix*** *- Internal Stakeholders*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity** | ADM Arquitecture | ADM Backends | IT4BP | IT Governance Office | ITSD  Application Production Support | Tests & Products parameterisation | Business Areas | External Provider |
| **RUN** | | | | | | | | |
| ***Configurations*** | | | | | | | | |
| Users management |  |  |  |  | **R / A** |  |  |  |
| Pricing configuration |  |  |  |  |  | **R / A** |  |  |
| ***Monitoring & Controls*** | | | | | | | | |
| SIBS files processing alerts control |  |  |  |  | **R / A** |  |  |  |
| SIBS real-time sessions monitoring |  |  |  |  | **R / A** |  |  |  |
| ***Incident Management*** | | | | | | | | |
| Incident Reporting to provider |  | **I** |  |  | **R / A** | **R** |  | **I** |
| ***Governance*** | | | | | | | | |
| ESP relation management |  | **R / A** |  |  | **R** |  |  |  |
| **CHANGE MANAGEMENT** | | | | | | | | |
| Evolution request to provider – Projects |  | **I** | **R / A** |  |  |  |  | **C** |
| Evolution request to provider – Small demands |  | **R / A** | **I** |  |  |  |  | **C** |
| Functional definition of new functionalities |  |  | **R / A** |  |  |  |  | **I / C** |
| Provider Technical solution definition | **A** | **C** |  |  |  |  |  | **R** |
| Project planning and priorities definition |  | **C** | **R / A** |  |  |  |  | **I / R** |
| Project delivery for UAT |  | **I** |  |  |  |  |  | **R / A** |
| Unitary tests |  | **I** |  |  |  |  |  | **R / A** |
| Technical integration tests |  | **R** |  |  |  |  |  | **R / A** |
| Functional integration tests |  | **R** | **R / A** |  |  |  |  | **R** |
| UAT Tests |  | **R** | **R** |  |  | **R** | **R / A** | **R** |
| Update/create solution documentation |  | **I** |  |  |  |  |  | **R / A** |
| Handover & Installation manual |  | **I** |  |  | **I** |  |  | **R / A** |
| Software Deployment in Production |  | **I** |  |  | **I** |  |  | **R / A** |
| **BUDGET** | | | | | | | | |
| Budget management |  | **R** |  | **R / A** |  |  |  |  |
| Billing Controls |  | **C** |  | **R / A** |  |  |  |  |

**R**esponsible – *Who is assigned to do the task*

**A**ccountable – *Who makes the final decision and has the ultimate ownership*

**C**onsulted – *Who must be consulted before a decision or action is taken*

**I**nformed – *Who must be informed that a decision or action has been taken*