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SLA/002

Armed Forces Personnel Administration Agency
Generic Service Level Agreement

Service Name:	Provision of services in support of Personnel, Pay and Pensions Administration
Service Customer:	Ministry of Defence (Centre), Royal Navy, Army, and Royal Air Force
Service Provider:	Armed Forces Personnel Administration Agency Room 1023 Centurion Building Grange Road Gosport Hants PO13 9XA
Agreement Date:	To be the 1 st day of the month following signature by all parties
Review Date:	The AFPAA Generic SLA will be reviewed annually

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DISTRIBUTION

	Copy Number
Director Operations, AFPAA	1
Deputy Chief of Defence Staff (Personnel) Strategy - Director	2
Assistant Chief of Staff, Naval Personnel Strategy	3
Director Staff and Personnel Support (Army)	4
Director of Personnel Policy (RAF)	5
Chief Executive Defence Analytical Services Agency	6
Director Financial Development Projects (for DFMS)	7
Chief Executive Defence Estates	8
Chief Executive Defence Vetting Agency	9
Chief Executive British Forces Post Office	10
SLA Librarian	11

REFERENCES

- A. JSP 440 - The Defence Manual of Security, Part 8 (Communication & Information Systems).
- B. JSP 525 - Corporate Governance and Risk Management.
- C. JSP 503 – Business Continuity Management.

SECTION 1 - INTRODUCTION AND SIGNATORIES TO THE AGREEMENT

1.1 INTRODUCTION

1.1.1 This Armed Forces Personnel Administration Agency (AFPAA) Generic Service Level Agreement (SLA), (herein after called the SLA), is between Deputy Chief of Defence Staff (Personnel) Strategy - Director (DCDS(Pers) Strat – D) , Assistant Chief of Staff, Naval Personnel Strategy (ACOS NPS), Director Staff and Personnel Support (Army) (DSPS(A)), Director of Personnel Policy (D Pers Pol), and the principals of other AFPAA Customers (herein after described as the Customer), and AFPAA, (herein after described as the Supplier). The term Supplier encompasses AFPAA's partner, EDS Defence Ltd.

1.1.2 This SLA describes the provision of Personnel Administration services, delivered by AFPAA to specified Customers, as detailed in the Annexes to this document. The service provided by AFPAA has been recognised as a centrally provided service as set out in the Departmental Plan and is overseen by the Deputy Chief of the Defence Staff (Personnel) (DCDS(Pers)) on behalf of the Vice Chief of the Defence Staff (VCDS). It is funded through the VCDS Top Level Budget. JPA will replace many of the existing single Service practices and current information systems with common processes and modern information systems. Current Services will continue until each individual JPA roll out, when the JPA Services will take over.

1.1.3 In the event of the termination of this SLA, suitable arrangements will be made in advance between the parties; however, these arrangements will be outside the terms of this SLA. In the unlikely event of this occurrence, these arrangements will formalise the relationship that will prevail between the Supplier and the Customer.

1.1.4 This SLA remains valid until superseded by a revised SLA mutually endorsed by the signatories below. After full rollout of JPA to the 3 Services, a formal review of this SLA will be undertaken annually. Until that time, more regular reviews will be required and will be agreed with the Customer. Changes to this SLA should be submitted on the form shown at Section 9 and recorded at the front of this SLA providing that both parties mutually endorse them.

1.2 SIGNATORIES


1.2.1 DCDS(Pers) Strat - D who signs this SLA on behalf of all interested MOD (Centre) Directorates, ACOS DNPS, DSPS(A) and D Pers Pol act as signatories on behalf of all of the organisations within each of their respective Services. The principals of each directorate or branch to which a service is delivered will be consulted and collective agreement sought before the Annexes are either accepted initially or amended subsequently.

List of Signatories

TITLE AND SIGNATURE

RANK, INITIALS & NAME DATE

Director Operations, AFPAA

Signature: 

Cdre A Ross

23 Mar 07


Deputy Chief of Defence Staff (Personnel)
Strategy - Director

Signature: 

Brig S M Andrews, CBE

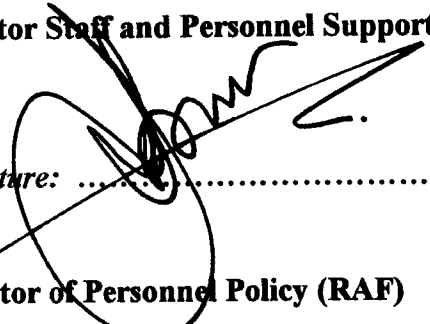
23 Mar 07

Assistant Chief of Staff, Naval Personnel
Strategy

Signature: 

Cdre I F Corder


Director Staff and Personnel Support (Army)

Signature: 

Brig S J M Marriner, MBE

22 May 07

Director of Personnel Policy (RAF)

Signature: 

Air Cdre P J Hughesdon

14 MAR 07

SECTION 2 - SCOPE OF THE AGREEMENT

2.1 PURPOSE

2.1.1 This SLA covers the provision of services in support of Personnel Administration through a variety of systems. Listed below are the 18 principal processes provided under JPA:

- 2.1.1.1 Manage Establishments.
- 2.1.1.2 Plan Manpower.
- 2.1.1.3 Administer Mobilisation.
- 2.1.1.4 Recruitment.
- 2.1.1.5 Pay and Charges.
- 2.1.1.6 Allowances.
- 2.1.1.7 Move and Track.
- 2.1.1.8 Appraisal.
- 2.1.1.9 Selection for Promotion.
- 2.1.1.10 Selection for Position.
- 2.1.1.11 Change of Engagement.
- 2.1.1.12 Termination.
- 2.1.1.13 Maintain Personal Details.
- 2.1.1.14 Administer Personal and Professional Development.
- 2.1.1.15 Casualty Reporting.
- 2.1.1.16 Absence.
- 2.1.1.17 Honours & Awards.
- 2.1.1.18 Service Discipline.

As well as these processes this SLA covers related work in the following:

- 2.1.1.19 JPAC.

2.1.1.20 DHC.

2.1.1.21 Off-line Deployed JPA service.

2.1.2 Complementary applications, electronic interfaces and user interfaces are not specifically listed amongst the 18 principal processes shown above, however, they are important elements of the services provided by AFPAA and are therefore covered by Annexes M and N to this SLA.

2.1.3 The provision of service pensions and the compensation scheme will be delivered through the new CAPS. Whilst CAPS is not a principal process under JPA, it is nevertheless an AFPAA controlled COTS package that will have a two-way electronic interface with Oracle HRMS. CAPS will be used jointly by AFPAA and the VA. CAPS will link into the JPA Oracle HRMS for one-off compensation payments and other pension related payments. It will also have a link to Paymaster (1836) Ltd for continuing pension and/or guaranteed income stream payments.

2.1.4 Under the provision of the process described at Para 2.1.1.3 above, the following is included:

2.1.4.1 The provision of services in support of steady state mobilisation and;

2.1.4.2 The provision of services in support of unforeseen events which may arise, without limitation, as a result of the following:

2.1.4.2.1 Mobilisation.

2.1.4.2.2 Military Operation.

2.1.4.2.3 Increased tension.

2.1.4.2.4 Crisis.

2.1.4.2.5 Transition to war.

2.1.4.2.6 War.

2.1.5 The provision of services in support of unforeseen events will not be limited to the service described at Para 2.1.1.3 above. An unforeseen event is likely to have an impact on other services and the Supplier acknowledges that an upsurge in service requirements will be prioritised and dealt with under its unforeseen event procedures.

2.1.6 The services provided by the Supplier to the Customer are set out in a series of Annexes. The serials in the Annexes have measurable outputs that are shown in a quantifiable form that covers the key indicators for accuracy and timeliness. Detailed volumetric data is recorded by the Supplier for all measurable outputs. The detail that underpins the measurable outputs can be

found in various documents, such as JSPs, DCDS(Pers) and SPPol letters, Business Process Guides and User Manuals.

2.1.7 All of the services that are provided and are covered by this SLA are in accordance with all applicable legislation and good industry practice. If new legislation is enacted then the affected services, SLA and Annexes will be amended to reflect the new statutory position.

2.1.8 This SLA is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. Both parties will however use all reasonable endeavours to meet their obligations as defined within this SLA and the supporting Annexes.

2.2 **NON-COMPLIANCE AND ESCALATION PROCEDURES**

2.2.1 Any differences, disputes, or questions arising from this SLA or the duties, obligations and other provisions contained within this SLA and its Annexes are to be handled by communications or meetings between the relevant parties to achieve a reasonable and acceptable resolution for each party. This should be done at the lowest possible managerial level. The following procedure should be used in the resolution of differences:

2.2.1.1 The Customer is to provide the Supplier with a written note of the problem and any preferred solution.

2.2.1.2 If the problem can be resolved, the Supplier is to reply in writing with a broad outline of the actions to be taken by both parties and the proposed timeframe for resolution.

2.2.1.3 If the problem cannot be resolved at working level, the Supplier is to acknowledge this in writing to the Customer.

2.2.1.4 The Customer should then write to the relevant AFPAA AD with details of the problem, including a copy of the AFPAA desk level response.

2.2.1.5 The AFPAA AD is to reply with a proposed solution, including a timeframe and any actions to be taken by the Customer or acknowledge that the problem cannot be resolved and that the problem should be raised to the CAG.

2.2.1.6 If the issue is not resolved by the CAG, the case and supporting paperwork is to be presented to the OAB for final adjudication.

SECTION 3 - MANAGEMENT RESPONSIBILITIES

3.1 AFPAA GOVERNANCE

3.1.1 The Departmental guidelines for Corporate Governance are set out in JSP 525. AFPAA Governance works within the parameters detailed in the JSP. MOD responsibility for AFPAA is delegated by the Secretary of State for Defence to DCDS(Pers), who is the Owner of AFPAA. DCDS(Pers) is the chairman of the OAB. The OAB provides top-level direction and assurance that the Agency is meeting its remit. OAB membership includes the two star representatives of the three PPOs and DGSPPol. This ensures that all the major business areas have representation at the highest level.

3.1.2 The day-to-day management of AFPAA is the responsibility of the CE. Through the CAG, senior Customer representatives advise the CE on the prioritisation of services and on the quality of the service delivered.

3.1.3 The CAG which sits with Customer Foci representation, meets to support the three PPOs areas and SPPol, these being the principal Customer. The CAG meets on a quarterly basis, or more regularly as required.

3.2 SUPPLIER RESPONSIBILITIES

3.2.1 The Supplier is responsible for delivering the service defined in this SLA and its Annexes. In addition, the Supplier will also undertake to:

3.2.1.1 Provide the Customer with details of Points of Contact responsible for the maintenance of this SLA and each of the Annexes, this is attached at Annex B.

3.2.1.2 Ensure security, consistency and availability of all data and safeguard against misuse or loss as defined in JSP 440. Comply with the requirements of both current and all emerging Government security policy, the DPA 1998 and other relevant statute, enactments, regulations or instruments in force during the term of this agreement. Those requirements and regulations shall apply irrespective of the medium on which the information is held, stored or recorded.

3.2.1.3 In particular, comply with Schedule 1 of the DPA as detailed below:

3.2.1.3.1 Appropriate technical and organisational security measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

3.2.1.3.2 Allow the Customer to take reasonable steps to ensure compliance with those security measures.

3.2.1.3.3 Act only on instructions from the PPOs, or their representatives, with regard to the processing of personal data.

3.2.1.4 Ensure compliance of any subcontractors with the provision of the DPA 1998 and retain original and copy documents in accordance with the guidelines provided by the Public Records Office.

3.2.1.5 Take all legal measures required to comply with its obligations under DPA 1998, FOI 2000 and EIR 2004, and work within a strict disclosure of information regime.

3.2.1.6 Provide a dedicated resource to ensure such compliance with access to managed Government information. The self-imposed internal AFPAA requirements in support of DPA, FOI and EIR are shown in Annex K. However, these requirements are more stringent than the legislative requirements of 40 WDs for DPA and 20 WDs for FOI and EIR.

3.2.1.7 Provide reliable services in the most efficient, flexible and cost effective way to meet customer needs and to provide a continuous quality improvement programme.

3.2.1.8 Respond promptly to requests for changes to services arising from business change emanating from the Customer or legislation.

3.2.1.9 In accordance with JSP 503, provide, implement, maintain and continually update a BCP as agreed by the Business Continuity Working Group. The BCP will make provision for business continuity for all services supplied and detailed within the Annexes to this SLA and in the event of an irrecoverable failure or damage to computer systems located at the Supplier's premises. The BCP is to be subject to periodic review and will be tested once annually.

3.2.1.10 Ensure that sufficient AFPAA personnel are correctly qualified, trained, have the appropriate security clearance and are available to provide the agreed service.

3.2.1.11 Provide business process guides/desk manuals for the Oracle HRMS services. Carry out ongoing maintenance of all such guides and manuals to correctly reflect any business or system changes.

3.2.1.12 Provide access to, or copies of, appropriate and releasable documentation that supports the delivery of the services and helps to define the processes involved in the outputs described in the Annexes to this SLA.

3.2.1.13 Carry out a rolling SLA review programme to ensure currency of the SLA and its Annexes. The review will be conducted at least annually with exact time scales to be agreed with the Customer. The review period during the transition of each of the 3 Services across to JPA will be more frequent and is likely to be a biannual event.

3.2.1.14 Maintain and annually update a SLA between AFPAA and the local establishment to formalise the provision of infrastructure support and thus ensure that local risks have been identified and measures put in place to mitigate such risks.

3.2.1.15 Negotiate, review and update annually all SLAs, CSAs or OLAs with 3rd party suppliers who provide services that AFPAA requires to operate effectively.

3.2.1.16 Communicate to the Customer, by the most effective means available, details of any live or impending service delivery problems or potential failures in its ability to meet agreed outputs. The Customer will be given the maximum amount of notice possible, subject to normal constraints. Resolution of any live or impending problem will also be notified to the Customer by the most effective means available.

3.2.1.17 Record and monitor all failures in the service, whether within or outside the bounds of the agreed service levels. Take proactive and reactive action to solve reported and internally identified service delivery problems and set up measures to prevent recurrences. Where such problems impact upon a service level, are likely to contribute to a service level failure, has had an impact on the end user or is likely to have an impact on the end user, this information will be communicated to the Customer. When appropriate, the Customer will be brought into any discussions over how the failure can be corrected and recurrence prevented.

3.2.1.18 Identify and implement measures that will improve the standard of service. These will follow discussion and agreement from the Customer. Together with the Customer Foci, the Supplier will carry out a quarterly review of service delivery as part of the SDMP as mentioned in section 3.4 below. Additionally, the Customer/Customer Foci will be able to discuss any service delivery issues, or measures that may improve the service, at the CAG.

3.2.1.19 Provide the Customer with a monthly report detailing service delivery performance information, including, service delivery successes, failures, volumetric data and contracted KT achievement. The report will normally be in the medium of the Tri-Service SDR but when this is not the case for contractual reasons, a separate report will be provided in a format agreed with the Customer.

3.2.1.20 Report, on a monthly basis, the successes or failures against Customer selected service delivery outputs as part of the SDMP and JPMT BSC. SDMP and JPMT BSC are explained at Para 3.4 below.

3.2.1.21 Provision of a JPA training support facility located at Centurion Building for Career Managers and HQ staff.

3.3 CUSTOMER RESPONSIBILITIES

3.3.1 The Customer will ensure that their responsibilities are carried out at least to the standard as defined in this SLA. The Customer will inform the Supplier of any steps that the Supplier could take to improve the efficiency of the service or help with the planning or operation of the service.

3.3.2 Specifically, the Customer is responsible for the following and will:

3.3.2.1 Provide a point of contact for the services described in the Annexes to this SLA.

3.3.2.2 Record, monitor and report to the Supplier any real or perceived service level failures that they may become aware of.

3.3.2.3 Attend all CAG meetings with the Supplier to review the level of service provided and when appropriate, negotiate any changes deemed necessary by all concerned parties. Attend all OAB and CAG meetings to provide Customer input and feedback as required.

3.3.2.4 Provide access to infrastructure at Customer sites to enable the Supplier to deliver the contracted services. This also includes the provision of suitable space within appropriate secure buildings/office space with a safe power supply for the installation of such equipment that may be required for the delivery of AFPAA services. High level site and infrastructure requirements will remain a matter between AFPAA and the MOD.

3.3.2.5 Retain responsibility for the infrastructure supporting any hardware that it provides. In the case of software provided by the Supplier and loaded on Customer owned hardware, the Supplier shall only be responsible for the software and will bear no responsibility for the associated hardware.

3.3.2.6 Ensure that Customer personnel, such as PFA specialists and HR Administrators at unit level, making use of AFPAA provided infrastructure and applications are correctly trained, authorised and security cleared to the appropriate level.

3.4 **SERVICE LEVEL MONITORING**

3.4.1 The Supplier will continue to use the SDMP and JPMT BSC, as explained in Para 3.2.1.20 above, as the means by which it will monitor the level of services provided to the Customer against the outputs detailed within this SLA and its Annexes. As part of the SDMP the 3 Customer Foci will be able to select a small number of service level outputs to be monitored each month and these will be in addition to those selected by the Supplier.

3.4.2 The SDR will show whether KT service levels and other selected service levels are being achieved. It will also provide the customer with visibility of any service level failures that may have occurred during the reported month and

have been reported through the Suppliers own formal Service Level Failure Reporting system. The SDR will include details of the corrective action taken.

3.4.3 The Customer Focus will report to the Supplier any user dissatisfaction of which they are made aware. Whenever possible, the Customer and Supplier will jointly investigate whether these complaints have any foundation and where justified, instigate remedial measures, such as a change proposal to improve the service. However, it may not always be appropriate and practicable for the Customer to be involved in such investigations. In such cases, the Customer will be kept informed of the outcome. The Customer will not be liable for charges for rectification of failures to an existing service.

3.4.4 In addition to the information provided to the Customer through the SDMP post visit report and the SDR, or other such reports, the Supplier will notify the Customer of any service delivery issues that it becomes aware of and which are likely to have an impact on the users of the service.

3.5 **PERFORMANCE MEETINGS**

3.5.1 The Supplier's Service Delivery staffs will make contact with the Customer Foci representative on at least a quarterly basis to review performance over the previous period. The aim of this procedure is to confirm that the Customer is content with the provision of the service, highlight any issues or concerns with regards to the achieved performance against this SLA and its Annexes and to discuss actions required to remedy any deficit.

3.5.2 The Supplier will seek regular formal and informal feedback from the Customer in an effort to gauge Customer satisfaction. The prime means of obtaining this feedback will be to provide the Customer with an annual Customer Satisfaction Survey. The aim of this survey is to allow the Customer to comment on the full range of services provided by AFPAA and for AFPAA to monitor and improve service when deemed to be necessary and appropriate. Other feedback methods will also be used and these will be included in the AFPAA Customer Care Policy strategy level paper.

3.5.3 As and when required, the Customer may call a meeting in order to discuss urgent service delivery or SLA issues. The Supplier will provide appropriate representation at such meetings, subject to normal constraining factors.

3.5.4 Details on the frequency of the CAG is detailed at Para 3.1.3 above.

SECTION 4 - AFPAA IS AND INFRASTRUCTURE SERVICES

4.1 SERVICE HOURS

4.1.1 AFPAA IS services will be provided on a 24/7 basis, subject to any failure of the IS services, the supporting infrastructure and agreed downtime for maintenance. Details of the supported service hours are listed in Annex D. Annex D also includes details of service breaks, restoration of the services following a failure and JPAC EC IT services. The AFPAA IS and infrastructure services will be unsupported at all other times. Except in unforeseen circumstances, advanced notification of any downtime for maintenance of the AFPAA IS and infrastructure services will be agreed and communicated to the Customer.

4.1.2 Scheduled Service Breaks will not be counted as downtime when assessing service availability. The delivery of the AFPAA IS services to remote sites is dependent upon the availability of communication links that are outside the direct control of AFPAA, such as the 3rd party services provided by DII. In such cases, it will be an AFPAA responsibility to report the error to the 3rd party, secure resolution and keep the customer advised. AFPAA will be responsible for maintaining any SLA, OLA or CSA that may be required with the 3rd party Supplier(s).

4.1.3 AFPAA IS services/infrastructure failures will be resolved in accordance with the Infrastructure Incident Resolution Matrix that forms part of Annex D. Errors involving 3rd party suppliers will be reported to and handled by AFPAA.

4.2 SUPPORTED IS SERVICE HOURS - REQUIREMENT CHANGES

4.2.1 Notwithstanding circumstances classed as an unforeseen event, any requirement to change the supported IS service hours will be subject to the normal Requirement Change procedures and consideration by the AFPAA CGS.

4.3 OFF-LINE SERVICES

4.3.1 For clarification, off-line services are considered to be the provision of physical media outputs such as paper, CD-ROMs, DVDs, magnetic disks, magnetic tapes and any other form of physical media.

SECTION 5 - AFPAA IS SERVICE AVAILABILITY

5.1 CONTINGENCY

5.1.1 In the event of a service level failure that has had a major impact upon the availability of the AFPAA IS services, causing invocation of the BCP, the Customer will be notified of the cause of that failure within 1 Working Day. The Customer will be kept abreast of developments as and when they occur and in any event will be notified formally of contingency arrangements within 3 Working Days, or as agreed within the BCP. Whenever a major incident occurs the Customer will be provided with the best possible service available in the prevailing conditions and whenever possible, in accordance with the critical function priorities within the BCP, as supplied by the Customer. Standby services, for AFPAA Core Services, will be provided to the customer as detailed in the BCP in the following time scales:

5.1.1.1 For the HRMS COTS System, the services shall be operational within 1 WD.

5.1.1.2 For other IS systems, the services shall be operational within 5 WDs.

5.1.1.3 For other services declared critical by the Business Continuity Working Group, the Services shall be operational within 5 WDs.

5.1.1.4 All other non-IS services shall be operational within 10 WDs.

5.1.2 Customers will be consulted in the BCP/contingency planning processes and brought into discussions whenever appropriate. Where the Supplier is constrained by factors outside of his control, e.g. MOD or externally supplied services, the Customer should be prepared to be involved in the resolution of any difficulties. The Customer will also be required to assist in the planning and delivery of temporary workarounds or solutions.

5.2 UNFORESEEN EVENTS

5.2.1 If an unforeseen event is declared by CE AFPAA the Supplier will provide the necessary resources to meet extended or increased levels of service. In such instances, it may be necessary to modify other service levels specified within the Annexes to this SLA. This will be done in consultation with the Customer.

5.2.2 Where services to support an unforeseen event, as detailed in Para 2.1.4.2 but less steady state mobilisation, requires a change to AFPAA Core services, the implementation of the change shall not be delayed by the change procedure.

SECTION 6 - CUSTOMER/USER SUPPORT

6.1 CUSTOMER SUPPORT SERVICES

6.1.1 To ensure that services are consistent with the levels agreed in this SLA, the Supplier will provide and maintain all of the Customer/user support arrangements necessary. All requests for support should be directed, in the first instance, to the JPAC EC HR or EC IT.

6.1.2 The JPAC will provide a single point of contact telephone number for the JPAC EC HR and the JPAC EC IT. Calls to this telephone number will be channelled to the appropriate front/back office desk for action. Details on timings for this service can be found at Annex D.

6.1.3 All enquires/incidents reported to the JPAC EC HR and/or JPAC EC IT will be managed from the receipt of the call, through to resolution of the enquiry/incident and closure. Each enquiry/incident will be allocated a unique call number which must be quoted by the Customer should any further queries arise. When an enquiry/incident cannot be resolved immediately, the Supplier will assign the call to an appropriate support team. For those enquiries that have not been resolved within the times stated in the Annexes to this SLA, the following provisions shall apply:

6.1.3.1 The Supplier shall use all reasonable endeavours to resolve all remaining enquiries as soon as possible and provide updates on progress to the originator of the enquiry every 10 WDs thereafter, until final resolution is achieved.

6.1.3.2 Where resolution of an enquiry requires information from the Customer, third parties or archives, an initial response shall be provided by the Supplier within 10 WDs of receipt of the enquiry, indicating, where possible, a timescale for its resolution. Where the enquiry is not resolved in the given timescale, the Supplier shall provide an update within 10 WDs of the proposed resolution date.

6.1.3.3 Upon receipt of all required information from the Customer or third party, the Supplier shall resolve the enquiry within no more than 10 WDs of its receipt in accordance with Annex D.

6.1.3.4 For all other issues relating to wider interpretation on policy, procedure or complaints that could not be addressed through normal administrative channels will be referred to the Ops Team. The Ops Team will act as the conduit for all such matters and will assign the issue to a nominated SME from the relevant business areas. The Ops Team will maintain a database of all items received from inception through the iterative stages to resolution and will format and issue a response provided by the SME, ensuring continuity of the message. The Ops Team will also undertake trend analysis on complaints to identify potential shortfalls with Agency business. For illustrative purposes a complaints process flowchart is provided at Annex O however a separate procedural instruction

detailing how the Ops Team is to be invoked will be disseminated outwith of this SLA.

6.1.4 The Supplier will provide an Ad Hoc Enquiry Service through the BIC to enable the interrogation of data relating to the delivery of AFPAA Core Services as detailed in the Annexes to this SLA. AFPAA Core Service in the JPA era is defined as:

6.1.4.1 All of the Services which are to be performed, from the Amendment Agreement effective date, to meet the requirements as specified in the Annexes to this SLA will be varied from time to time in accordance with the Change Procedures.

6.2 HEALTH & SAFETY

6.2.1 Throughout the term of this SLA and at intervals of no more than five years, the Supplier will be responsible for PAT of all applicable hardware elements of the Technical Infrastructure which are owned and/or managed by the Supplier at the Supplier's sites located within buildings or sections of buildings at all AFPAA sites. Any appliance that fails the test will be reported to the Supplier's Site Support Manager. If the problem with the appliance cannot be rectified and the appliance is AFPAA owned, the appliance will be replaced by AFPAA. If the appliance is managed by the Supplier on behalf of the Customer, the Customer will be responsible for replacing the defective appliance.

6.2.2 The Customer shall be responsible for PAT of all applicable hardware elements of the Technical Infrastructure that are not the responsibility of the Supplier.

6.2.3 The Supplier will carry out further PAT on such equipment where it becomes aware of, or is notified of, any electrical safety risk in respect of such equipment.

6.2.4 The Supplier will comply with, and work within, the Health & Safety legislation and regulations in force during the term of this SLA.

SECTION 7 - CHANGE MANAGEMENT

7.1 CHANGE GATE SUPPORT (CGS)

7.1.1 All change will be managed through the AFPAA CGS. Changes to JPA and other AFPAA maintained systems will be delivered in a defined number of planned releases each year. The AFPAA Change Programme will be authorised by the JRSG, however the JRSG will delegate certain low level categories of change e.g. Reference Data, to the CGS.

7.1.2 The CGS will keep the Customer informed about any delays to the change programme, together with a reason for the delay.

7.2 JOINT REQUIREMENTS STEERING GROUP (JRSG)

7.2.1 The JRSG is a high level steering group charged with the provision of direction and support to policy development on harmonisation, simplification and prioritisation issues related to JPA¹.

7.2.2 Membership of the JRSG will include 1* representation from each of the 3 Services, SPPol, and DASA.

7.3 CHANGE CONTROL - SUPPLIER RESPONSIBILITIES

7.3.1 The Supplier will undertake to:

7.3.1.1 Assist the Customer, if requested, with the articulation or formulation of the business need, business justification, detailed requirement and acceptance criteria associated with a CP.

7.3.1.2 Review each CP and ensure that the CP meets Defence needs and enhances the harmonisation and simplification principles.

7.3.1.3 If appropriate, recommend to the Customer that a specific CP should be abandoned and provide reasons to support the recommendation.

7.3.1.4 Develop and implement approved CPs to meet the detailed requirement and, whenever possible, in accordance with the Customer's stated order of importance. In all cases feedback will be provided to the Customer.

7.3.1.5 Commence development/implementation work immediately that a CP is agreed as being required for urgent operational reasons that are classified as "unforeseen events" and inform the Customer as soon as possible of the impact on the CGS programme of work.

¹ D/DCDS(Pers)/45/18 dated 09 Mar 07

7.3.1.6 Hold regular CGS meetings with the Customer at which CPs are discussed.

7.3.1.7 Maintain a database of all CPs. This database is currently maintained on a system called CREST. A read only version of CREST is available to a limited number of Customers who have access to the appropriate system. Users will have access to both current and future CPs.

7.4 **CHANGE CONTROL - CUSTOMER RESPONSIBILITIES**

7.4.1 The Customer is responsible for the following and will:

7.4.1.1 Formulate and articulate the business need and justification. Determine, articulate and agree the detailed requirement, including any specific output requirements associated with a request for change.

7.4.1.2 Formulate, articulate and agree acceptance criteria for a request for change.

7.4.1.3 Establish the strategic and, if appropriate, relative business priority of requests for change.

7.4.1.4 Advise the Supplier at the earliest possible opportunity that a particular CP is required for urgent operational reasons.

7.4.1.5 Advise the Supplier that a CP should be abandoned and respond to the Suppliers' recommendation to abandon a CP. Any disagreement to the Suppliers recommendation to abandon a CP will be handled via the CGS, CAG and finally the JRSG.

7.4.1.6 Assess and manage the introduction of a change across the business area(s), including, where applicable, undertaking internal publicity and training.

7.4.1.7 Comply with any agreed conditions and/or dependencies associated with the implementation of a change.

SECTION 8 - SECURITY

8.1 SYSTEM SECURITY

8.1.1 The Supplier is responsible for system security in accordance with JSP 440, Part 8 (Communication & Information Systems), current and emerging security policy and legislation and the AFPAA AUP (Annex P). The Supplier will take all legal measures required to comply with its obligations under the DPA 1998.

8.1.2 The system will lie within the RESTRICTED security domain, but will interface to some civilian organisations in the UNCLASSIFIED domain. Where there is a need for data to be passed to and from the SECRET domain this will be achieved indirectly via non-electronic means. Core security assumptions are as follows:

8.1.2.1 Data Protective Marking shall be no higher than RESTRICTED.

8.1.2.2 User accreditation will be in accordance with the current AFPAA Sy Ops and cleared to at least BC.

8.1.2.3 System Administrators shall be cleared to SC.

8.1.3 The AFPAA infrastructure services will be hosted on servers installed at the AFPAA Data Centre with a further server configuration at a remote Disaster Recovery Centre to provide business continuity in the event of catastrophic failure at the Data Centre. The database at the Disaster Recovery Centre will automatically receive all updates effected on the main database at the Data Centre.

8.1.4 The Customer will advise the Supplier of any changes to the classification of the data that may impact upon the security provisions.

8.2 SITE SECURITY

8.2.1 The Supplier, its employees, agents, consultants and sub-contractors shall comply with the security regulations in place at MOD sites, as specified in JSP 440 and in any local documentation, as amended from time to time. Any impact on the provision of the Services at MOD sites, caused by an amendment to Government security policy, shall be dealt with in accordance with normal change procedures.

8.2.2 The Supplier shall ensure that all visitors to a Service sites or premises by its employees, agents, consultants and sub-contractors are properly authorised.

8.3 ACCESS

8.3.1 The Supplier, in accordance with instructions issued by the Customer, controls Customer user access to the AFPAA IS systems. Any person attempting to violate the security of the system will be reported to the Customer and may be denied further access to the system until the Customer grants further authority.

8.3.2 The Supplier shall comply with the Official Secrets Acts 1911 to 1989 and any future iterations of the said Act. The Supplier shall also take all reasonable steps to ensure such compliance with the Act by its employees, agents, consultants and sub-contractors.

SECTION 9 - CHANGES TO THIS SERVICE LEVEL AGREEMENT

9.1 PROCEDURE

9.1.1 The Supplier's Service Delivery staffs will make every effort to anticipate the impact of authorised changes to the services provided by AFPAA on this SLA and will revise the detail of the appropriate Annex to reflect the changes.

9.2 SLA AMENDMENTS

9.2.1 All requested changes to this SLA are to be documented and then reviewed for agreement by both parties. Either party can propose changes to the SLA at any time.

9.2.2 Permanent agreed changes to the SLA will be included formally at the agreed review point. All such changes will be recorded on a SLA Amendment Record (see format below) and at the front of this document. In normal circumstances, changes to a service level or a new service are usually delivered to the Customer prior to inclusion in the SLA.

AFPAA SERVICE LEVEL AGREEMENT AMENDMENT RECORD

SLA/Annex Reference:

Version Number:

Name of Originator:

Change Number:

Date of Change Request:

Section Number:

Change Request Details:

Authorised by the Customer:

Date:

Authorised by the Supplier:

Date:

Date of Incorporation:

9.3 SLA LIBRARIAN

9.3.1 Copies of the SLA and Annexes are retained by the SLA Librarian, the Configuration Manager. Copies of the most current versions of the Supplier's SLA and Annexes, including superseded versions, are retained in the Configuration/SLA Library.

GLOSSARY – ANNEX A

AD	Assistant Director
AFPAA	Armed Forces Personnel Administration Agency
AUP	Acceptable Use Policy
BC	Basic Check
BCP	Business Continuity Plan
BFPO	British Forces Post Office
BIC	Business Information Cell
BSC	Balanced Scorecard
CAG	Customer Advisory Group
CAPS	Compensation and Pensions System
CGS	Change Gate Support
CCSG	Change Control Steering Group
CE	Chief Executive
COTS	Commercial Off The Shelf
CP	Change Proposal
CREST	Change Request Situation Tracking System
CSA	Customer Supplier Agreement
DASA	Defence Analytical Services Agency
DCDS(Pers)	Deputy Chief of the Defence Staff (Personnel) <i>[AFPAA's Owner and has equivalent responsibilities to the PPOs (qv)]</i>
DE	Defence Estates
DFMS	Departmental Financial Management System
DGSPPol	Director General Service Personnel Policy
DHC	Document Handling Centre
DII	Defence Information Infrastructure
ACOS NPS	Assistant Chief of Staff Naval Personnel Strategy
D Pers Pol	Director Personnel Policy
DPA	Data Protection Act
D Ops	Director Operations
DP	Director Plans
DCDS(Pers) Strat - D	Deputy Chief of Defence Staff (Personnel) Strategy - <i>Director</i>
DSPS(A)	Director Staff and Personnel Support (Army)
EDS Defence Ltd	Electronic Data Systems Defence Limited
Enquiry Desk	The initial point of contact for users who require application support or have a query regarding a process, product, AFPAA provided service or task
EIR	Environmental Information Regulations
FOI	Freedom of Information Act
HRMS	Human Resources Management System
ICSB	Infrastructure, Communications, Security and Business Continuity
IS	Infrastructure Services
JPA	Joint Personnel Administration
JPAC	Joint Personnel Administration Centre
JPMT	Joint Partnering Management Team
JRSG	Joint Requirements Steering Group







JPAC EC HR	Joint Personnel Administration Centre Enquiry Centre Human Resources
JPAC EC IT	Joint Personnel Administration Centre Enquiry Centre Information Technology
JSP	Joint Service Publication
KT	Key Target
MOD	Ministry of Defence
OAB	Owner's Advisory Board
OLA	Operational Level Agreement
Ops Team	Operations Team
PAT	Portable Appliance Testing
PFA	Personnel Functional Area
PPO	Principal Personnel Officer <i>[The most senior officer in each Service responsible for all aspects of personnel recruitment, training, manning, management, retirement & welfare within his Service]</i>
PPPA	Personnel, Pay, and Pension Administration
P&P	Personnel & Pay
P&P SD	Personnel & Pay Service Delivery
RSL	Required Service Level
SC	Security Check
SDM&R	Service Delivery Monitoring and Reporting <i>[A branch of Operations Directorate in AFPAA charged with the maintenance and custody of SLAs]</i>
SDR	Service Delivery Report
SDMP	Service Delivery Monitoring Programme
Service Desk	The initial point of contact for users who require support for AFPAA-supplied hardware or software
SLA	Service Level Agreement
SME	Subject Matter Expert
SPEG	Service Personnel Executive Group
SPPol	Service Personnel Policy
Sy Ops	Security Operating Procedures
TOR	Terms of Reference.
VA	Veterans Agency
VCDS	Vice Chief of the Defence Staff <i>[DCDS(Pers)'s superior officer, & the appointment with overall supervisory authority for the AFPAA contract, AFPAA's TLB holder.]</i>
WD	Working Day








LIST OF SUPPLIER FOCAL POINTS AND DESKS SUPPORTING THIS SLA – ANNEX B





SLA Annex (a)	Focal Point/ Appointment Title (b)	Postal Address (c)	Email Address (d)	Tel No (e)	Secondary Focal Point (f)
Generic SLA & Annexes	SO2 P&P SD	AFPAA(C) Centurion Building Grange Road, Gosport Hants PO13 9XA	AFPAA(C)-PPSD SO2	(9)3844 2001	SO3 P&P SD(C) Email: AFPAA(C)-PPSD SD SO3 (9)3844 2062/2380
Additional RN Focal Point	SO3 P&P SD1	AFPAA(C) Centurion Building, Grange Road, Gosport, Hants, PO13 9XA	AFPAA(C)-PPSD SD SO3	(9)3844 2062	SO3 P&P SD(C) Email: AFPAA(C)-PPSD SD SO31 (9)3844 2062
Additional RAF Focal Point	SO3 P&P SD2	AFPAA(C) Centurion Building, Grange Road, Gosport, Hants, PO13 9XA	AFPAA(C)-PPSD SD SO3 2	93844 2380	SO3 P&PSD(C) 2 Email: AFPAA(C)-PPSD SD SO3 2 93844 2380
Additional Army Focal Point	SO2 P&P SDM&R(N)	AFPAA(G) Room 2424 MP 600 Kentigern House 65 Brown Street Glasgow G2 8EX	AFPAA(G)-PPSD(N) SDMR(N) SO2	(9)4561 2353	SO3 P&P SDM&R(G) Email: AFPAA(G)-P&PSD(N) SDM&R(G) SO3 (9)4561 3556

SLA Annex (a)	Focal Point/ Appointment Title (b)	Postal Address (c)	Email Address (d)	Tel No (e)	Secondary Focal Point (f)
Additional Tri- Service Focal point	SO3 P&PSD1		AFPAA(C)-PPSD SD SO3 1	93844 2062	SO3 P&PSD(C) 2 Email: AFPAA(C)-PPSD SD SO3 1 93844 2380
SLA Librarian	E1 SLA Librarian	AFPAA(C) Centurion Building, Grange Road, Gosport, Hants, PO13 9XA	AFPAA(C)-E1 P&P SD(C)	(9)3844 2380	SO3 P&P SD(C)1 Email: AFPAA(C)-PPSD SD SO3 (9)3844 2062

LIST OF ANNEXES TO THE GENERIC SLA – ANNEX C

Ser (a)	Annex (b)	Title (c)	Supplier Coord (d)	Customer Coord (e)
1	A  Annex A V3.0	Glossary	SO2 P&P SD	PPO Customer Focal Points (ACOS NPS, DSPS(A), D Pers Pol and DCDS(Pers) Strat -D for MOD Centre directorates)
2	B  Annex B V3.0	List of Supplier Focal Points and Desks Supporting this SLA	As above	As above
3	C Intentionally Blank	List of Annexes to the Generic SLA	As above	As above
4	D  Annex D V3.0	Service Support – Systems Services	As above	As above
5	E  Annex E V3.0	Service Delivery – Pay & Accounting Services	As above	As above
6	F  Annex F V3.0	Service Delivery – Pension Services	As above	As above
7	G  Annex G V3.0	Service Delivery – MODMO	As above	As above

Ser (a)	Annex (b)	Title (c)	Supplier Coord (d)	Customer Coord (e)
8	<p style="text-align: center;">H</p>  <p style="text-align: center;">Annex H V3.0</p>	Service Delivery – JCCC Services	As above	As above
9	<p style="text-align: center;">I</p>  <p style="text-align: center;">Annex I V3.0</p>	Service Delivery – PACC	As above	As above
10	<p style="text-align: center;">J</p>  <p style="text-align: center;">Annex J V3.0</p>	Service Delivery – Personnel Records	As above	As above
11	<p style="text-align: center;">K</p>  <p style="text-align: center;">Annex K V3.0</p>	Service Delivery – Information Services	As above	As above
12	<p style="text-align: center;">L</p>  <p style="text-align: center;">Annex L V3.0</p>	Service Delivery – Other Services	As above	As above
13	<p style="text-align: center;">M</p>  <p style="text-align: center;">Annex M V3.0</p>	Complementary Applications and Standalone Systems (CASS)	As above	As above
14	<p style="text-align: center;">N</p>  <p style="text-align: center;">Annex N V3.0</p>	Interfaces	As above	As above

Ser (a)	Annex (b)	Title (c)	Supplier Coord (d)	Customer Coord (e)
15	<p style="text-align: center;">O</p>  <p style="text-align: center;">Annex O V3.0</p>	Complaints Process	As above	As above
16	<p style="text-align: center;">P</p>  <p style="text-align: center;">Annex P V3.0</p>	AFPAA Acceptable Use Policy	As above	As above
17	<p style="text-align: center;">Q</p>  <p style="text-align: center;">Annex Q V3.0</p>	Service Delivery – VA Services	As above	As above
18	<p style="text-align: center;">R</p>  <p style="text-align: center;">Annex R V3.0</p>	Service Delivery – Business Information Cell (BIC)	As above	As above

SERVICE SUPPORT – SYSTEMS SERVICES - ANNEX D

This Annex sets out some of the Service Levels that underpin the requirements for the Services to be provided by the Supplier under this Agreement. Each serial is an extract from Schedule 2B of the AFPAA Amendment Agreement (the contract). This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. The Service Levels comprise the following:

- A serial number that numerically identifies each Service Level.
- A Key Service Description that outlines the basis of the Service Level.
- Success Factors that specify the measures that are required in order to achieve a successful outcome. These have two specific elements, a Performance Measure and an Operating Level. The Performance Measure specifies the operating frequency and any standards that may apply; in this respect where a Performance Measure refers to a number of Working Days; the first day includes the day of receipt of the request or documentation. The Operating Level specifies the degree, including any tolerances, by which a successful outcome of that Service will be measured. For example, pay for 99.9% of all service personnel is to be enabled both accurately and timely by the due date each month and within an agreed tolerance of a maximum of 2% error in net pay on any individual pay account.

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
1	Provide AFPAA IS Services.	AFPAA IS Services to be available to the user population at addresses recorded in The Register of Premises that is controlled by the Supplier.		<p>Availability 24/7 subject to any service failures and agreed downtime for maintenance and backups. Service failures to be recovered in accordance with Serial 2 below.</p> <p>Service Breaks limited to:</p> <ul style="list-style-type: none"> • A maximum of 2 in Calendar Month for JPA-configured Oracle HRMS: any such breaks not to exceed 60 minutes per break. • 3 in Calendar Month for other AFPAA IS Services. 	<p>For external users, service availability to be measured at the AFPAA RLI entry point. For the avoidance of doubt, the Customer agrees that the Supplier will successfully meet this service level providing Service Breaks do not exceed the measure as stated. Service Failures are to be managed in accordance with Serial 2 below.</p> <p>The definition of AFPAA IS Services is - the full functionality of Complementary Applications, Office Automation and the JPA COTS HRMS package, including: Data records, Query Tools, Interface Hub, Other Oracle packages such as CRM & OLM, AFPAA Hardware & Operating Systems, EMS, Loan Pool and Remote Access Services.</p> <p>Maintenance times are to be by agreement and out of hours availability will be governed by backup time.</p> <p>AFPAA IS Services includes all Complementary Applications</p>

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
				listed in Annex M to this SLA.	
2	Restore AFPAA IS Services following a Service Failure.	<p>A defined service is restored following a failure:</p> <ul style="list-style-type: none"> • Within Supported Hours - In accordance with Incident Resolution Matrix. • Outside of Supported Hours - The Supplier to respond within 4 hours of an observed or notified failure, with ultimate resolution in accordance with Incident Resolution Matrix. 		100%	<p>In the event of the Customer requiring recovery of any failure that occurs outside of Supported Hours earlier than timescales set in the Incident Resolution Matrix then procedures, as detailed for Unforeseen Events, are to apply. For external users, the service availability is to be measured at the AFPAA RLI entry point.</p> <p>Restoration of the IS services is subject to the availability of technical support staff.</p> <p>Note: It is currently envisaged that the AFPAA Duty Officer at the JCCC will report any out of hour's event that impacts on the 24/7 availability of Oracle HRMS. The JCCC will be a 24/7 user of the system and should therefore notice any downtime. However, if the main Oracle HRMS server fails, the disaster recovery server automatically kicks into action and the end users should not notice the transition from one to the other.</p>

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
3	Support AFPAA IS Services.	08:00 – 17:00 (UK local time) on Working Days.		100%	<p>Resolution of problems to be in accordance with the Incident Resolution Matrix. Additional supported hours/days to be covered under Unforeseen events.</p> <p>Technical support staffs are to be available on all Working Days – 2nd line support. The definition of Working Days is – ‘Monday to Friday inclusive, excluding public holidays as appropriate to site’. On English public holidays, support will continue to be provided to the Glasgow site.</p> <p>Technical Support outside working hours, for AFPAA IS Services – The Supplier will respond to a call out and will attend the appropriate site within 4 hours of the call.</p> <p>Hardware/Software support will be provided to APC & DSPS(A) as it is already covered in the core contract.</p>
4	Provide Help Desk and Enquiry Service.	07:00 – 19:00 (UK Local time) on Working Days.		<p>99% in Calendar Month.</p> <p>Note: This means that the JPAC EC IT and JPAC EC HR will operate 99% of the time during the published hours each month. See the note in column (f).</p>	<p>To include all Working Days in England and Scotland. The definition of Working Days is – ‘Monday to Friday inclusive, excluding public holidays as appropriate to site’. As service will be provided by the JPAC EC IT and the JPAC EC HR during both English and Scottish public holidays.</p> <p>IT problems to be managed in accordance with the Incident Resolution Matrix, within supported hours. This is the initial point of contact for all verbal enquiries.</p> <p>This includes 1st line rectification for IT calls in accordance with the Incident Resolution Matrix. Calls passed for resolution and failures graded in accordance with Business Impact.</p> <p>Also includes the Enquiry Service for Pay, Pens, ROS and Medal enquiries. The Enquiry Service is the initial point of</p>

Ser No (a)	Key Service Description (b)	Success Factors			Notes (f)
		Performance Measure (c)	Operating Level		
			Tolerance (d)	Measure (e)	
					contact for all verbal enquiries. Note: The JPAC EC IT will be manned from 0800 to 1700 hrs on Working Days. The JPAC EC HR will be manned from 0700 to 1900 hrs on Working Days.
5	Provide a timely and responsive telephone answering service in respect of the Help Desk and Enquiry Service.	07:00 – 19:00 (UK Local time) on Working Days.			This Service Level to have a number of constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. However these will each be subject to a period of verification and refinement to be agreed at a suitable point after Army “go live” date. Response times, performance measures and quality standards will be subject to a period of verification and due diligence. This is likely to be a period of 6 months after the cut-over for each service.
5a		Calls answered in maximum of 20 seconds.		50% in Calendar Month.	Calls answered by an operator.
5b		Average call-waiting time not to exceed 50 seconds – measured over a Calendar Month.		100%	
5c		Maximum call waiting time for any call not to exceed 90 seconds – measured over a Calendar Month.		97%	
5d		Non-IT problems to be resolved during the initial call.		50% in Calendar Month.	This includes password resets. Remaining percentage to be treated as a written enquiry and resolved in accordance with serial 6 to Annex K.
5e		Service Requests (SR) referred to Back Office to be acknowledged within 24 hours of receipt.		100%	SRs that cannot be closed within the performance measure are to be treated as a written enquiry and resolved in accordance with Annex K Serial 6.
6	Resolve incidents reported in respect	In accordance with the Incident Resolution Matrix.	As defined within the	100%	A copy of the Incident Resolution Matrix follows serial 11 to this Annex.

Ser No (a)	Key Service Description (b)	Success Factors			Notes (f)
		Performance Measure (c)	Operating Level		
			Tolerance (d)	Measure (e)	
	of AFPAA IS Services.		Incident Resolution Matrix.		
7	Create, change or remove Office Automation or Complementary Application user profiles in accordance with an authorised request.	Within 5 Working Days of receipt of an authorised request.		99% in Calendar Month.	This is for Non-JPA AFPAA IS Services only. The customer will be informed if the process is completed before the 5 days.
8	Create, change or remove JPA user profile in accordance with an authorised request.	Within 1 Working Day of receipt of an authorised request.		99% in Calendar Month.	This is for JPA-Configured Oracle HRMS user profiles only.
9	Implement standing data and legislative updates to the AFPAA IS Systems.	By the Agreed Date.		100%	For JPA-Configured Oracle HRMS, legislative changes should mirror the Oracle commitment to maintain tax rules etc.
10	Maintain the JPA-Configured Oracle HRMS system in accordance with Oracle HRMS Releases to include	By the Agreed Date.		100%	Subject to agreed policy on amendments to Oracle packages and allocation of responsibilities. Some updates may not be relevant and could disrupt normal service delivery.

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
	OLM, CRM & Query Tools etc.				
11	Provide an Off-Line Deployed JPA Service	Provision of appropriate number of instances of off-line Deployed JPA systems to enable JPA to be used in an environment with intermittent communications as determined by PJHQ, Fleet, Land and STC.		100% - as requested by the AUTHORITY in the pursuit of operational and exercise commitments.	Create the Off-line JPA system within a minimum of 1 (one) day of receipt of a detailed request or, if greater, by the requested timescale. Provide 1 st and 2 nd line UK based technical support to the Off-line JPA system wherever it is deployed.
-12	Transmit electronic output to effect miscellaneous payments.	To meet Due or Agreed Dates for payment.		100%	This is intended to cover those payments which are not embraced within the respective “enabling” service levels for pay and pensions payments identified in other service levels in Annexes E and F. This includes, but is not restricted to, the following examples: solicitors (LSAP), Utilities (JSAAC), Charities, CSA, Removal Companies, Final pay and One-off pensions.
13	Install/Remove software/hardware.	Standard software/hardware within 10 days of request.		100%	This serial refers to hardware/software that has been subject to the change process and thus has been scoped, agreed, funding secured and purchased. Unless changes to priorities dictate otherwise, delivery and installation will usually be undertaken within the performance measure.

Incident Resolution Matrix

Overview	
Each Incident logged by the IT Service Desk will be allocated an Impact Code (see Table 1) and will be managed to resolution using the parameters in Table 2 (which apply during Supported Hours).	
Table 1	<u>Impact Codes</u>
Impact Code	Description/Definition
CRITICAL	Disruption to Critical Business Process (i.e. Casualty Management, Operational Manpower Support, Pay Delivery, Pensions). Operational services(s) or system(s) unavailable to more than 100 users causing operational inconvenience to key business process(s). Entire User location and/or population “down”, and unable to recover.
MAJOR	Major disruption to key Business Process (i.e.: Routine (as opposed to Operational) Manpower Support, Financial Management). Whole or key part of system or service unavailable to large subset of users (21-99). Application error with significant affect on system functionality.
MEDIUM	Moderate business disruption. Whole or key part of system or service unavailable to small subset of users (2-20). Fault contained by workaround or acceptable recovery period. Application error with limited affect on system functionality.
MINOR	Minor business disruption. Single user terminal or printer cannot function. Minor nuisance affecting business operations (e.g. shared terminal or printer with intermittent failure).
NIL	No business disruption. Query or request for supplies. Plaudit or complaint. Preventative maintenance.

Table 2 -	Incident Resolution Targets (during Supported Hours)			
Impact Code	Resolution Within	Escalate After	Min Tolerance	Max Tolerance
CRITICAL - JPA-Configured Oracle HRMS	60 minutes	15 minutes	100%	100%
CRITICAL	4 hours	30 minutes	100%	100%
MAJOR	8 hours	1 hour	95%	Remaining 5% within 48 hours.
MEDIUM	3 days	1 day	93%	Remaining 7% within 15 calendar days.
MINOR	5 days	2 days	90%	Remaining 10% within 25 calendar days.
NIL	25 calendar days		100%	100%

Definitions

Problem Management - The process for managing the reporting and resolution of incidents and problems, which may occur on any component of the IT Infrastructure (Hardware or Software) supported by the Supplier. This may involve the transfer of the incident to a third party should the problem/resolution not fall within the Supplier's contractual obligations.

Incident - An incident is an operational event, which is not part of the standard operation of a system or service. Incidents may be raised against any component of the IT Infrastructure (Hardware or Software) supported by the Supplier. They will normally be used to report a failure but could also be used to register an enquiry regarding any aspect of the services provided by the Supplier. An Incident could be raised as a result of any of the following:

- * Service downtime (either planned or unplanned).
- * Failure of any equipment or software used to support, deliver or receive services provided by the Supplier.
- * Customer enquiry regarding any aspect of the service provided by the Supplier.
- * Service level failure (or potential service level failure).

Problem - A condition identified from the occurrence of multiple incidents exhibiting common symptoms, or a single significant incident. A significant incident is defined as one that requires skills and/or resources that are not available at the Help Desk. Therefore, once an incident has been referred to the appropriate group for resolution it will be classified as a problem.

Operational System - An IT system being delivered in support of the services being provided by the Supplier.

Impact Code - Each incident is assigned an Impact Code reflecting the level of disruption to the customer and based upon a number of factors:

- * Affect on the business.
- * Impact of the incident/problem in both process and technology terms.
- * Associated Service Levels.
- * Detail provided by the customer at the time of logging.
- * Time and date of the occurrence.
- * Sensitive Impact (Operational, strategic or “political” reasons).

Business Impact – Initially assessed by the Service Desk operator logging the incident based on the customer’s comments and the operator’s knowledge and experience supported by documented scripts and procedures. The Impact Code may be subsequently amended by the Service Desk to reflect real-time changes to the significance and impact of an incident/problem. Any of the Impact Codes may be overruled by applying value judgements and/or by referral to the appropriate level of line management.

Resolution - To rectify the underlying cause of the incident and restore the service, UNLESS an agreed plan of action including timescales, to achieve service restoration, can be agreed with the Supplier.

Service Availability - The monthly Service Availability shall be measured at the Service Delivery Point within the JPAC and shall be calculated as follows:

- $Availability = (AST - DT) / AST * 100.$
- Where:
- AST = Agreed Service Time.
- **DT = Actual downtime during Agreed Service Time.**

SERVICE DELIVERY – PAY & ACCOUNTING SERVICES - ANNEX E

This Annex sets out some of the Service Levels that underpin the requirements for the Services to be provided by the Supplier under this Agreement. Each serial is an extract from schedule 2B of the AFPAA Amendment Agreement (the contract). This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. The Service Levels comprise the following:

- A serial number that numerically identifies each Service Level.
- A Key Service Description that outlines the basis of the Service Level.
- Success Factors that specify the measures that are required in order to achieve a successful outcome. These have two specific elements, a Performance Measure and an Operating Level. The Performance Measure specifies the operating frequency and any standards that may apply; in this respect where a Performance Measure refers to a number of Working Days; the first day includes the day of receipt of the request or documentation. The Operating Level specifies the degree, including any tolerances, by which a successful outcome of that Service will be measured. For example, pay for 99.9% of all service personnel is to be enabled both accurately and timely by the due date each month and within an agreed tolerance of a maximum of 2% error in net pay on any individual pay account.

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
1	Enable Net Pay for Regular, Reserve and Volunteer Reserve Military Personnel in accordance with current Standards and Regulations.				<p>This Service Level is the main Element of Key Target 1 as defined in the AFPAA Corporate Plan. It has two constituent elements to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Net pay is to reflect basic pay, specialist pay, plus all allowances and deductions. Also, such provision is to include any requirements for supplementary payments as agreed. Those payments not made by the Due Date will be deemed to be “delayed” payments and embraced within serial 2 below.</p> <p>Net pay is defined as: all pay, allowances and other credits due to an individual, after Tax, National Insurance and any other debits or recoveries have been deducted.</p> <p>This service includes, but is not limited to, the following functions: selective mobilisation, specially determined rates of pay, investigation and rectification of rejected inputs, processing of advances of pay and travelling expenses, Reserve Forces advance of pay for training exercises, family maintenance grants, salvage award, refund of bank charges, refund of additional insurance premiums, RN Reserve reporting bounty, AVC payments, calculation of capitation costs for loan service personnel, process uniform grants for reserve officers and secondments to other services as well as clearance of credit balances to non-cash paid soldiers using payable orders.</p>
1a		By the Due Date		99.9% in Calendar Month.	

Ser No	Key Service Description	Success Factors			Notes
		Performance Measure	Operating Level		
			Tolerance	Measure	
(a)	(b)	(c)	(d)	(e)	(f)
1b		Accurately in accordance with current Standards and Regulations.	A 2% maximum error on an individual net pay account, per Calendar Month, will not be considered a failure.	99.9% in Calendar Month.	
2	Enable any “delayed” Net Pay for Regular, Reserve and Volunteer Reserve Military Personnel in accordance with the current Standards and Regulations.				<p>This Service Level is complementary to, but separate from, Serial 1 and embraces "delayed" payments. It has two constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Net pay is to reflect basic pay, specialist pay, plus all allowances and deductions. Also, such provision is to include any requirements for supplementary payments as agreed.</p> <p>Note: A delayed payment is any payment that is not enabled in accordance with the performance measure and operating level state in Serial 1 above</p>
2a		Within 5 Working Days of Due Date or notification of failure to pay by the Due Date, whichever is the later.		100%	
2b		Accurately in accordance with current Standards and Regulations.	A 2% maximum error on an individual net pay account, per Calendar Month, will not be considered a failure.	99.9% in Calendar Month.	
3	Enable Final Net Pay for Regular, Reserve and Volunteer Reserve Military Personnel leaving the Armed				This supports the Agency Key Target 1. It includes SMP, SAP, SSP and Post Discharge credits. It has two constituent elements to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Errors must be corrected and accurately reflected in DFMS.

Ser No (a)	Key Service Description (b)	Success Factors			Notes (f)
		Performance Measure (c)	Operating Level		
			Tolerance (d)	Measure (e)	
	Forces, in accordance with the current Standards and Regulations.				
3a		By the Due Date or within 5 Working Days of receipt of notification, whichever is the later.		99.9% in Calendar Month.	
3b		Accurately in accordance with current Standards and Regulations.	A 2% maximum error on an individual net pay account, per Calendar Month, will not be considered a failure.	99.9% in Calendar Month.	
4	Enable any “delayed” Final Net Pay for Regular, Reserve and Volunteer Reserve Military Personnel leaving the Armed Forces, in accordance with the current Standards and Regulations.				This Service Level is complementary to, but separate from, Serial 3 and embraces "delayed" payments. It has two constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Net pay is to reflect basic pay plus all allowances and deductions. Note: A delayed payment is any payment that is not enabled in accordance with the performance measure and operating level state in Serial 3 above.
4a		Within 10 Working Days of the receipt of notification.		100%	
4b		Accurately in accordance with current Standards and Regulations.	A 2% maximum error on an individual net pay account, per Calendar Month, will not be considered a failure.	99.9% in Calendar Month.	

Ser No	Key Service Description	Success Factors		Notes	
		Performance Measure	Operating Level		
			Tolerance		Measure
(a)	(b)	(c)	(d)	(e)	(f)
5	Verify and authorise the transmission of timely and accurate accounting data from Oracle HRMS Payroll Process to DFMS.				<p>This Service Level has two constituent elements to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Accounting data includes Transfer Entries. Processes and control points are to be agreed with the Supplier.</p> <p>This service includes the verification of data in local ledgers from feeder systems. Local ledgers are defined in JSP475</p> <p>Payroll processes are distinct from HR records and must comply with Financial controls.</p> <p>Transmission is of valid "double entry" data. Direct changes to accounting data are not permitted; corrections must be within normal records.</p>
5a		To meet the agreed timetable each Calendar Month.		100%	
5b		Accurately in accordance with current Standards and Regulations.		100%	
6	Provide a quarterly statement in respect of each Local Ledger and, in addition, a monthly statement and agreed action plan for all balances in Local Ledgers that fail to match those in DFMS.	Within 1 month of receipt of Return 11.		100%	<p>Reconciliation is the comparison of two records i.e. DFMS and Local Ledger and is to be reported in accordance with JSP 475 and relevant financial instructions and accords with the current Form 1188. Upon a Change request the Supplier shall use reasonable endeavours to provide these statements within one week of Return 11.</p> <p>Control accounts are to be maintained in accordance with JSP 475, including Local Ledgers and reconciliations so defined. Unreconciled accounts are to be reported monthly in accordance with JSP 475.</p> <p>Local ledgers are defined in JSP 475 and must reflect the 8 categories identified in Chapter 8 Annex C.</p> <p>This service includes, but is not limited to, the investigation of balances, forwarding debts for write on/off action, reporting, with verification on outstanding balances, within 1 week of month end and investigation of audit prints.</p>
7	Implement a Management Checking Programme	In accordance with an agreed programme and timetable.		100%	<p>Discrepancies found are to be rectified, as required by the Supplier.</p> <p>This service includes the auditing of pay accounts.</p>

Ser No	Key Service Description	Success Factors		Notes	
		Performance Measure	Operating Level		
			Tolerance		Measure
(a)	(b)	(c)	(d)	(e)	(f)
8	Process receipts in accordance with applicable Standards and Regulations and agreed internal procedures.	Within 5 Working Days of receipt of payment advice, instrument and/or documentation.		100%	<p>Receipts including, without limitation, incoming cheques, bank mandates, recalled and returned BACS payments, out of date or cancelled payable orders/giro cheques.</p> <p>This service includes, but is not limited to, revoked Paymaster payments, recovered costs for Doctors in Civilian hospitals, personal cheques cashed by Units, returned cheques from overseas payments, payment for medals and the repayment of debts as well as payment of EPICs.</p>
9	Pursue the recovery of debts from individuals.	Initiate recovery or write off action with 10 Working Days of receiving documentation.		100%	<p>Action taken in accordance with agreed action plan i.e. seek authority to write off small debts, write to individual, monitor recoveries, escalate unrecovered debts.</p> <p>This service includes, but is not limited to, debt letters, maintenance of a debtors register, maintenance of accurate aged debtor records to analyse bad and doubtful debts, referring of unrecovered debts, the reporting of unrecovered education & bursary debts to Recruiting Authorities and other in-service recoveries.</p>
10	Recover gratuity, resettlement grants and special capital payments from individuals re-entering the Armed Forces.	Initiate recovery action with 10 Working Days of receiving documentation.		100%	<p>Recovery rate governed by MoD regulations. Will require manual intervention for re-entrants with no previous JPA record.</p> <p>Sets up monthly recovery.</p>
11	Enable and pay-over statutory and other third party payments.	By the Due Date.		100%	<p>Third party payments include charity payroll administered through the Charities Aid Foundation (CAF), dependant funds, sports lotteries and allotments. Pay-over to CAF is to be undertaken in accordance with the operational process documentation, is fully reconciled and transmitted together with the supporting extract file. For statutory payments (e.g. PAYE/NIC) the Supplier is to produce a report for each payment run (normally monthly) showing the analysis of the total paid.</p> <p>This service includes, but is not limited to, Tax & NI, NI for Bandsmen, maintenance of P11 records and equivalent for payments and balances, issuing of substitute P60s, processing of Tax & NI changes, dependants funds, charity payroll giving, CSA payments, miscellaneous payments, BACs recalls, compulsory allotments & Court Orders, voluntary allotments and punishment compensation payments.</p>

Ser No	Key Service Description	Success Factors		Notes	
		Performance Measure	Operating Level		
			Tolerance		Measure
(a)	(b)	(c)	(d)	(e)	(f)
12	Verify and process property related charges for Substitute Service Accommodation.	Within 10 Working Days of receipt of documentation or in accordance with MoD/ Countrywide Mobility Partnership (CMP) agreement.		100%	Working in conjunction with commercial estate agents Countrywide Mobility Partnership (CMP). This service includes, but is not limited to, the processing of applications for single and married personnel to move in and out of substitute accommodation, authorisation of property rental payments, payment of utilities, finalisation of utility accounts, authorisation of administration fees including TV fees, open and close property, council tax rebate.
13	Establish entitlement to LSAP and process claims to enable payment to Solicitors.	By Due Date or within 10 Working Days of receipt of documentation whichever is the later.		100%	Due Date is house purchase completion date. Process claims including legal charges, deeds of postponement and conversion to Crown Debt. This service includes, but is not limited to, the processing of claims, advise on entitlement, payment to legal representative, registering charges against the property, administer changes, redemptions, transfer repayments/pensions, ancillary administration, maintenance of D/B & store legal charges, conversions to Crown Debt, provide interest statement/P11Ds and despatch deeds.
14	Establish entitlement to Housing and Relocation benefits and process claims to enable payment.	Within 10 Working Days of receipt of documentation.		100%	Enablement will only action payment within 28 days of moving date.
15	Provide statement of funds required to meet anticipated payments for forthcoming banking period.	In accordance with Treasury policy in order to meet the Due Date for payment.		100%	In order to avoid penalties, the MoD Accounts must not be overdrawn. This service includes, but is not limited to, main payments, overseas payments, allotments, commercial systems and MoD cash flow forecast.
16	Despatch Pay Statements.	Within 5 days of Pay Statement production date as set in the specified Operational Processing Timetable.		100%	Pay Statement production is geared to the payroll balancing process as determined by the Operational Processing Timetable.
17	Implement				This Service Level has three constituent elements to reflect time and quality standards which, for the purposes of service delivery and the failure

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
	statutory end of financial year processes in accordance with current legislation.				mechanism, should be considered separately. Output includes production and despatch of all documents including P60s, P35s and P11Ds.
17a		Submit year-end summary and make final payment ensuring agreement to the P35 total. Any subsequent payment that is required in respect of a closed tax year to be submitted prior to authorisation.		100%	
-17b		Statutory output e.g. P60, P11D to be forwarded to employee/third party annually in accordance with agreed time scales.		99%	
17c		Accurately in accordance with current Standards and Regulations.		99%	
18c					
18a	Enable payment of all i-expense claims.	Enable payment within 3 Working Days of receipt or authorisation.		100%	
18b	Process manual claims from Unit HR spreadsheets.	Transfer data on to JPA system and run daily processes to enable payment.		100%	JPAC will process all claims received through Accounts Payable (AP) on a daily basis to the claimant's nominated bank account. Payment will be enabled within 3 Working Days from the point of that authorisation

SERVICE DELIVERY – PENSIONS SERVICES - ANNEX F

This Annex sets out some of the Service Levels that underpin the requirements for the Services to be provided by the Supplier under this Agreement. Each serial is an extract from schedule 2B of the AFPAA Amendment Agreement (the contract). This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. The Service Levels comprise the following:

- A serial number that numerically identifies each Service Level.
- A Key Service Description that outlines the basis of the Service Level.
- Success Factors that specify the measures that are required in order to achieve a successful outcome. These have two specific elements, a Performance Measure and an Operating Level. The Performance Measure specifies the operating frequency and any standards that may apply; in this respect where a Performance Measure refers to a number of Working Days; the first day includes the day of receipt of the request or documentation. The Operating Level specifies the degree, including any tolerances, by which a successful outcome of that Service will be measured. For example, pay for 99.9% of all service personnel is to be enabled both accurately and timely by the due date each month and within an agreed tolerance of a maximum of 2% error in net pay on any individual pay account.
- Enabling payment of a pension includes the assessment of entitlement, calculation of the pension, terminal grant and/or resettlement grant, production of the payment warrant and a letter to the Pensioner. Terminal grants and resettlement grants are paid by AFPAA(G). The pensions warrant is sent to Paymaster 1836 Ltd for initial and continuing payment of the monthly pension.

Ser No	Key Service Description	Success Factors		Notes	
		Performance Measure	Operating Level		
			Tolerance		Measure
(a)	(b)	(c)	(d)	(e)	(f)
1	Enable the payment of pensions for the Royal Navy, Army and Royal Air Force pensioners.				<p>Component Functions</p> <p>This Service Level is the main element Key Target 2 as defined in the AFPAA Corporate Plan. It has two constituent elements to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Those payments not made in accordance with this serial will be deemed to be "delayed" payments and embraced within serial 2.</p> <p>This service includes, but is not limited to, immediate awards eg Early Departure Payments (EDP), Preserved pensions, discretionary awards, redundancy payments, reassessments at age 60, reassessments of awards after period of re-employment, reassessments of awards after VA assessment, assessment of additions for ex pensioners working as Yeoman Warders, administration of TA attributable benefits for reserve pensioners, manage Cadet disablement cases including ad hoc payments as necessary, maintain a database for LEP & overseas pensions, processing of applications for disablement awards (inter war injuries), assessment of claims for loss of earnings or residual disability for TA Cadets/staff instructors/LEPs and provide written pension forecasts. Pension forecasts will be provided to all 3 Services.</p>
1a		Within 5 Working Days of receipt of		99% in Calendar Month.	

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
		all documentation or discharge date, whichever is the later.			
1b		Accurately in accordance with current Standards and Regulations.		99.9% in Calendar Month.	
2	Enable any "delayed" payments of pensions for the Royal Navy, Army and Royal Air Force pensioners.			<p>This Service Level is complementary to, but separate from, serial 1 and embraces "delayed" payments. It has two constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately.</p> <p>Note: A delayed payment is any payment that is not enabled in accordance with the performance measure and operating level state in Serial 1 above.</p>	
2a		Within 10 Working Days of receipt of all documentation.		100%	
2b		Accurately in accordance with current Standards and Regulations.		99.9% in Calendar Month.	
3	Enable the payment of Family Forces Pensions for dependants of Royal Navy, Army and Royal Air Force personnel or pensioners.			<p>This Service Level is the families' element of Key Target 2, as defined in the AFPAA Corporate Plan. It has two constituent elements to reflect time and quality standards which, for the purposes of service delivery and the failure, should be considered separately. Those payments not made in accordance with this serial will be deemed to be "delayed" payments and embraced within serial 4 below.</p> <p>This service includes, but is not limited to, the assessment of entitlement, enablement of payments, cessation of payments, discretionary extension for children over 17, revisions as notified by Veterans Agency, restoration for re-entitled widows, calculation and award of pensions for reserved service/TA/Royal Irish Regiment home service part time/Careers Officers/NRPS, assessment of death gratuity for pensioners estate and the maintenance of an LEP database for LEP & overseas pensions, widows and dependants enabling and authorising pension payments as appropriate.</p>	
3a		Within 5 Working Days of receipt of application.		99% in Calendar Month.	
3b		Accurately in accordance with current Standards and Regulations.		99.9% in Calendar Month.	
4	Enable any "delayed" payments of Family			<p>This Service Level is complementary to, but separate from, serial 3 and embraces "delayed" payments. It has two constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately.</p>	

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
	Forces Pensions for dependants of Royal Navy, Army and Royal Air Force personnel or pensioners.				Note: A delayed payment is any payment that is not enabled in accordance with the performance measure and operating level state in Serial 3 above.
4a		Within 10 Working Days of receipt of application.		100%	
4b		Accurately in accordance with current Standards and Regulations.		99.9% in Calendar Month.	
5	Enable the payment of Terminal Grants and Gratuities for Royal Navy, Army and Royal Air Force Personnel.				This Service Level has two constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Those payments not made in accordance with this serial will be deemed to be "delayed" payments and embraced within serial 6 below. This service includes, but is not limited to, terminal grants, SCC gratuity, resettlement commutation, the recovery of debts and recoveries on reemployment.
5a		Within 5 Working Days of receipt of all documentation or discharge date, whichever is the later.		99% in Calendar Month.	
5b		Accurately in accordance with current Standards and Regulations.		99.9% in Calendar Month.	
6	Enable the "delayed" payments of Terminal Grants and Gratuities for Royal Navy, Army and Royal Air Force Personnel.				This Service Level is complementary to and separate from serial 5 and embraces "delayed" payments. It has two constituent elements, to reflect time and quality standards which, for the purposes of service delivery and the failure mechanism, should be considered separately. Note: A delayed payment is any payment that is not enabled in accordance with the performance measure and operating level state in Serial 5 above.
6a		Within 10 Working Days of receipt of all documentation or discharge date, whichever is the later.		100%	
6b		Accurately in accordance with		99.9% in Calendar Month.	

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
		current Standards and Regulations.			
7	Stop or Abate the payment of pensions for pensioners rejoining the Royal Navy, Army or Royal Air Force.	Within 10 Working Days of receipt of all documentation or re-employment date, whichever is the later.		100%	Notification to paying authority.
8	Issue FSAVC certificates, where applicable, to Insurance Companies for discharged personnel.	Within 30 Working Days of notification.		100%	Only applies to personnel eligible for AVC.
9	Process applications for Life Commutation via the JSCO.	Within 5 Working Days of receipt of documentation.		100%	Process is subject to appropriate medical considerations by the medical advisor.
10	Enable pension abatement for Life Commutation as appropriate.	Within 10 Working Days of receipt of pensioners' acceptance of offer.		100%	
11	Calculate commutation for widows small pensions under the limits set by the appropriate Authority.	Process applications within 5 Working Days of receipt of documentation and valuation from GAD.		100%	Refer to GAD.
12	Enable the award of widow's pension	Issue award within 5 Working Days of receipt of all necessary documentation.		100%	

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
	following action at serial 11 above.				
13	Assess the Transfer Value of benefits between Armed Forces Pension and other pension provider and inform requester.	Within 3 calendar months of receipt of request.		100%	
14	Arrange transfer in or out of pension from approved scheme, on request.	On the date agreed between both pension providers.		100%	On the date agreed between both pension providers is a legal requirement.
15	Provide divorce Pension valuations and benefit statements, as requested by individual or in accordance with court orders.	In accordance with court order or, in absence of a court order, within three calendar months of individual request.		100%	Will be actioned on either court order or at agreed date. Includes the collection of the appropriate fee, the provision of valuations and appropriate action on court orders.
16	Provide information in response to enquiries over Pension mis-selling.	Within 10 Working Days of receipt of enquiry and fee.		100%	Includes the collection of the appropriate enquiry fee and the provision of benefit statements.

EXTRACTS FROM THE PAYMASTER (1836) LTD CONTRACT:

(This information is for customer guidance only. It is given without prejudice to any contractual agreements that exists between AFPAA and Paymaster 1836 Ltd)

Paymaster Contract Para Number	Description
(a)	(b)
<p>The following Services are provided to AFPAA/EDS and the Customer by Paymaster 1836 Ltd. Listed below are extracts taken from the contract. These extracts give a broad overview of the general and specific service requirements.</p> <p>AFPAA/EDS will:</p>	
<p>Schedule 1 Para 2.2.1.2.1</p>	<p>Provide the Contractor with the correct data to enable the Contractor to meet the objectives of the Statement of Requirement.</p>
<p>Schedule 1 Para 2.2.1.2.2</p>	<p>Accept responsibility for the preparation of accurate warrants and to pass them to the Contractor on a regular and timely basis.</p>
<p>Schedule 1 Para 2.2.1.2.3</p>	<p>Initiate emergency procedures as necessary for the superannuation awarding processes.</p>
<p>Schedule 1 Para 2.2.1.2.4</p>	<p>Discuss the efficiency improvements as suggested by the Contractor from time to time.</p>
<p>Schedule 1 Para 2.2.1.2.5</p>	<p>Notify the Contractor of any correspondence sent to the pensioner that will affect payment of retired pay or pension.</p>
<p>Schedule 1 Para 2.2.1.2.6</p>	<p>Carry out all action relating to authorisation of the commencement or reinstatement of widows/widowers and children's pensions.</p>
<p>Schedule 1 Para 2.2.1.2.7</p>	<p>Consider and respond to questions arising from the interpretation of any legislation on which the calculation of retired pay and pensions is based.</p>
<p>Schedule 1 Para 2.2.1.2.8</p>	<p>Give adequate written advance warning to the Contractor and to carry out early consultation regarding prospective changes in Armed Forces legislation, or future developments in the Ministry of Defence business, operations or information technology matters which could have an effect on the calculation or payment of retired pay, pensions, or other benefits.</p>
<p>Schedule 1 Para 2.2.1.2.9</p>	<p>Provide the Contractor with the signatures of staff who are authorised to issue a warrant.</p>
<p>General Service Requirements:</p>	
<p>Schedule 1 Para 4.2.1</p>	<p>Payments will be made in accordance with AFPAA instructions. AFPAA will be responsible for the calculation, assessment and notification of award of pension or retired pay entitlement to the individual.</p>

Paymaster Contract Para Number	Description
(a)	(b)
	Where required by AFPAA, new awards will include pro forma documentation for completion by the pensioner and return to the Contractor, and the Contractor will provide franked and pre-addressed envelopes for this purpose.
Schedule 1 Para 4.2.2	The Contractor will be notified of the pension and retirement pay awards and will action the award and provide confirmation and details as requested by AFPAA. Where required by AFPAA, the Contractor will hasten the return of pro forma address/payment detail forms three weeks from the date of receipt of the payment notification, or as requested by AFPAA.
Schedule 1 Para 4.2.3	The Contractor is required to issue and pay the correct amount to the right payee; at the correct time; at the right destination; for the correct period; and to make suggestions for service improvement, which will be the prerogative of AFPAA to accept.
Schedule 1 Para 4.2.4	The Contractor shall develop and maintain a sufficient knowledge of the Regulations so as to be pro-active in the implementation of changes to existing procedures and processes; and new procedures and processes.
Schedule 1 Para 4.2.5	The Contractor shall provide AFPAA Pensions staff direct access to the Contractor's specialist/commercial staff, avoiding the need to contact through a call centre.
Schedule 1 Para 4.2.8	The Contractor shall provide estimates of pension entitlement at age 55 to pensioners who are currently in receipt of a pension. Requests for estimates on preserved awards should be referred to AFPAA Pension Offices.
Particular Service Requirements:	
Schedule 1 Para 4.3.1	To administer the payment of retired pay and pensions on behalf of AFPAA in accordance with Royal Warrants Orders by Her Majesty, and Orders in Council in accordance with the instructions of the Ministry of Defence. There should be no change in payment date for those existing pensioners taken over on Contract Start Date without the prior approval of AFPAA.
Schedule 1 Para 4.3.2	To issue, and pay, from the Vote 2 Bank Account the sums authorised on a warrant by an approved signatory from the Single Service AFPAA Pension Offices and on a monthly basis.
Schedule 1 Para 4.3.3	Payment may be made by electronic transfer, cheque or payable order, including where appropriate, transfers to overseas accounts where the payment may be in Sterling or foreign currencies.
Schedule 1 Para 4.3.3.1	The Contractor shall provide separate cost estimates for the payment of Locally Enlisted Personnel (LEPs). Some overseas recipients of an AFPS pension, namely LEPs and their survivors, are currently paid in cash through the Foreign and Commonwealth Office (FCO) and other organisations. AFPAA require this method of payment, or an alternative, which is at nil cost to the pensioner, to be maintained.
Schedule 1	To ensure that no Service connection can be made to those receiving pay and pensions, thus protecting their personal security.

Paymaster Contract Para Number	Description
(a)	(b)
Para 4.3.6	
Schedule 1 Para 4.3.7	Once verification of the caller has been established, to respond promptly to communications from pensioners, their representatives, AFPAA and other organisations in connection with the administration and payment of retired pay and pensions. All queries should be handled in accordance with the Pensions Act 1995 and industry best practice. Communications not proper for the Contractor to conduct should be sent to the appropriate AFPAA Pension Office immediately.
Schedule 1 Para 4.3.8	To pay, after notifying AFPAA and the pensioner, the higher rate where the awarded retired pay or pension is less than the entitlement under the provisions of the Social Security Act 1975 as amended.
Schedule 1 Para 4.3.9	To calculate, issue, and pay the correct increase on retired pay or pensions, taking into account any Guaranteed Minimum Pensions (GMP), in accordance with Ministry of Defence authorities, consistent with orders issued under the Pensions Increase Act 1971 as amended; and to notify AFPAA Pension Offices accordingly. The pensioner should also be informed.
Schedule 1 Para 4.3.10	To collect and pay over to the Inland Revenue the appropriate amount of income tax from retired pay, pensions, and other benefits in accordance with Pay As You Earn and instructions received from HM Inspector of Taxes, and to notify Inland Revenue and pensioners, where appropriate, of the retired pay or pension and tax details each year.
Schedule 1 Para 4.3.11	To set up where necessary new payment arrangements and correspond with third parties when pensioners become unable to manage their own affairs, or when an “Attachment of Earnings Order” is received. AFPAA Pension Offices should be informed accordingly.
Schedule 1 Para 4.3.12	To make voluntary deductions from retired pay and pensions, in accordance with the pensioners’ instructions, and to pay those amounts over to the approved organisations at agreed intervals.
Schedule 1 Para 4.3.13	To maintain proper, requisite, and retrievable records of all issues, payments and cancellations, and to make duplicate or replacement issues where necessary, such records to be kept for at least six years.
Schedule 1 Para 4.3.14	To resume payment of lapsed or unclaimed retired pay or pensions, once the legitimacy of the payee has been established and AFPAA has authorised the Contractor to pay such arrears as may be due.
Schedule 1 Para 4.3.15	To remind pensioners annually, by means of an AFPS newsletter, of the conditions of entitlement to continuing payment of benefits.
Schedule 1 Para 4.3.16	To issue and check periodic declarations of entitlement to ensure continued eligibility of the pensioners being paid. Declarations of entitlement are required in the following three areas:
Schedule 1 Para 4.3.16.1	A Full Time Education Certificate – upon notification from an AFPAA Pension Office that a dependant who has reached age 17, and is in receipt of a Child’s Forces Families Pension, is to continue in full time education; the Contractor shall establish annual checks with the individual school/college to ensure continued entitlement. Upon notification that the full time education has ceased, the Contractor shall notify AFPAA Pension Office Staff accordingly.
Schedule 1	A Life Certificate which, by way of a suggested minimum standard, the Contractor should seek to issue declarations at least every

Paymaster Contract Para Number	Description
(a)	(b)
Para 4.3.16.2	five (5) years to all pensioners up to age 74, every two (2) years to those who reside overseas, to those who are aged 75 to 84 and annually to those aged 85 and over. This arrangement takes into account cost effectiveness and the necessary provision of adequate levels of internal control, with particular emphasis on areas of greatest risk.
Schedule 1 Para 4.3.16.3	A Co-habitation Certificate – upon receipt of notification that a widow/widower may be co-habiting, the contractor shall establish an eligibility check through the issue of a co-habitation certificate. If no response has been received after the issue of three certificates the case should be referred to the appropriate AFPAA Pension Office.
Schedule 1 Para 4.3.17	To issue advice of payment to pensioners whose retired pay or pensions are paid to bank or building society accounts where there are changes in the annual rates of retired pay or pensions, tax codes or voluntary deductions.
Schedule 1 Para 4.3.18	To refer to AFPAA for consideration and authorisation of any claim for ex-gratia payment to compensate pensioners, or their representatives, for AFPAA Pension Office errors or delays.
Schedule 1 Para 4.3.19	To implement, to the satisfaction of the Designated Officer, a method to recover overpayments of retired pay or pension from the payee or from the estate of deceased pensioners, above a minimum notified by AFPAA. Notification of Contractor errors and reimbursements to be made to AFPAA.
Schedule 1 Para 4.3.20	To finalise retired pay or pension issues upon the death of pensioners; pay any residue; recover any overpayment; and notify AFPAA Pension Offices of all deaths in a format to be agreed by the Contractor and AFPAA.
Schedule 1 Para 4.3.23	To provide AFPAA with the latest addresses of pensioners as requested.
Schedule 1 Para 4.3.25	To initiate emergency procedures as necessary for the administration and payment of retired pay, pensions, and other benefits.
Performance Standards:	
Schedule 1 Para 4.4.1	The Contractor shall propose and implement continual improvements to the performance standards in order to meet the operational timetable of pension issues at least 99% of the time.
Schedule 1 Para 4.4.2	The Contractor will keep the number of serious errors in cases actioned to less than 0.1% (a serious error is one which has caused or could cause the Contractor, AFPAA, or the payee, to incur a quantifiable financial loss).
Schedule 1 Para 4.4.3	Correspondence from Pensioners, or their representatives, will be responded to by the Contractor in the form of a holding reply for matters of policy and by resolution of matters of procedure with 10 Working Days of receipt. This is to be in no less than 97% of cases in Financial Year 2003/2004 and thereafter.
Schedule 1 Para 4.4.4	The Contractor will complete all immediate action on new awards (that is to say where payment is already due) within five (5) Working Days of receipt. This is to be in no less than 99% of cases in Financial Year 2003/2004 and thereafter.
Schedule 1	The Contractor will complete all immediate action on revised awards within five (5) Working Days of receipt.

Paymaster Contract Para Number	Description
(a)	(b)
Para 4.4.5	
Schedule 1 Para 4.4.6	The Contractor will send notification to AFPAA Pension Offices within four Working Days of receiving confirmation of the death of a pensioner.
Management Information:	
Schedule 2 Para 2	The Contractor shall notify the Designated Officer if 10% or more of cases fail to meet the standard for any performance indicator at 4.4.3 to 4.4.6 of Schedule 1.

SERVICE DELIVERY – MODMO - ANNEX G

This Annex sets out the Service Levels that underpin the requirements for the Services to be provided jointly by both MoD and the Partner (collectively known as the Supplier) under this Agreement.

Note: This SLA contains a large amount of detail in an effort to provide full visibility of this new AFPAA service. It should be noted that it is not possible to incorporate the same amount of detail within the other Annexes to this SLA as the detail will be provided elsewhere.

MINISTRY OF DEFENCE MEDAL OFFICE (MODMO) – ANNEX G

Note 1. Key Target 7 states that the average processing time from receipt of application and relevant information, to issue of Historic Medals (including Canal Zone) is to be achieved by 31 Mar 07 due to the backlog.

Note 2. It must be noted that the ‘clock stops’ when assessment is required by a Medal Board/Review Panel or when information/confirmation is required from any source outwith the MODMO from issue of request to receipt of reply.

Note 3. The MODMO will seek to check each applicant for other medal eligibility as each case is reviewed.

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
1	Current Campaign Medals	Assess eligibility for and process current campaign medals (Iraq, N Ireland, and Afghanistan).		Single services may indicate desired delivery programmes and priorities, which the MODMO will seek to meet.
1a			Assess eligibility and notify unit/individual of non-entitlement.	Assess eligibility and notify unit/individual of non-entitlement within 20 WDs of receipt of application.
1b			Assess eligibility and notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued within 20 WDs of receipt of application.
2	Accumulated Campaign service medal (ACSM)	Assess eligibility for and process ACSM.		
2a			Assess eligibility and notify unit/individual of non-entitlement.	Assess eligibility and notify unit/individual of non-entitlement within 25 WDs of receipt of application.
2b			Assess eligibility and notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued within 25 WDs of receipt of application.
3	Conduct medals	Assess eligibility (conduct) for and process conduct medals (e.g. LS&GCM).		
3a			Assess conduct, obtain unit confirmation and, where appropriate, notify unit/individual	Assess conduct, obtain unit confirmation, and where appropriate notify unit/individual of non-entitlement within 30 WDs of date of eligibility.

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
			of non-entitlement.	
3b			Assess conduct, obtain unit confirmation and notify Storekeeper of medal to be issued.	Assess conduct, obtain unit confirmation and notify Storekeeper of medal to be issued within 30 WDs of date of eligibility.
4	MSM	Confirm eligibility for and process MSM.	Prepare supporting information to present to next Medal Board/Review Panel.	On receipt of confirmation from Medal Board/Review Panel notify Storekeeper of medal to be issued within 10 WDs.
5	Reserves medals	Assess eligibility for and process Reserves medals (e.g. Air Efficiency Award and Volunteer Reserve Service Medal).		
5a			Assess eligibility and notify unit/individual of non-entitlement.	Assess eligibility and notify unit/individual of non-entitlement within 30 WDs of receipt of application.
5b			Assess eligibility and notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued within 30 WDs of receipt of application.
6	Cadet Forces medals	Assess or confirm eligibility for and process Cadet Forces medals.		
6a			Assess or confirm eligibility and notify unit/individual of non-entitlement.	Assess eligibility and notify unit/individual of non-entitlement within 30 WDs of receipt of application.
6b			Assess or confirm eligibility and notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued within 30 WDs of receipt of application.
7	Historic medals	Assess eligibility for and process historic medals (e.g. WW2, GSM Canal Zone, GSM and NGSM pre 1962, Home Guard, Gulf, South Atlantic and UN/NATO medals).		

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
7a			Confirm receipt of application.	Confirm receipt with individual within 10 WDs of receipt of application.
7b			Assess eligibility and notify individual of non-entitlement.	Assess eligibility and notify individual of non-entitlement within 70 WDs of receipt of application.
7c			Assess eligibility and notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued within 70 WDs of receipt of application.
8	Deceased medals	Assess eligibility for and process current campaign medals and prepare presentational box for any retrieved medals.		
8a			Assess eligibility and, if appropriate, notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued to the relevant party (eg unit, executor, family) as a priority.
8b			Prepare presentation box and mounts for existing medals.	On receipt of medals, mount in presentation box and issue to the relevant party as a priority.
9	Replacement and Next of Kin medals	Assess eligibility for and process replacement and Next of Kin medals.		
9a			Confirm receipt of application.	Confirm receipt with individual within 10 WDs of receipt of application.
9b			Assess eligibility and notify individual of non-entitlement.	Assess eligibility and notify individual of non-entitlement within 40 WDs of receipt of all necessary documentation.
9c			Assess eligibility and notify Storekeeper of medal to be issued.	Assess eligibility and notify Storekeeper of medal to be issued within 40 WDs of receipt of all necessary documentation.

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
10	Single Service Medal Boards	Prepare and run Single Service Medal Boards/Review Panels as required.	Review all applications requiring adjudication and instances of forfeiture.	Prepare Single Service Medal Boards/Review Panels as required and refer contentious medal issues, personnel's complaints and appeals for adjudication.
11	Medal engraving and despatch	Engrave and despatch medals as required.	Engrave, clean, box and despatch medal to unit/individual.	a. Medals to be engraved, cleaned, boxed and despatched to unit/individual within 15 WDs of receipt of notification from Assessment Section. b. Non-engraved medals to be cleaned, boxed and despatched to individual within 10 WDs of receipt of notification from Assessment Section.
12	Written enquiries	Investigate and respond to written enquiries about medals as appropriate.		
12a			Provide written response to enquiry.	Provide written response within 10 WDs of receipt, or confirm receipt within 10 WDs and written response within 40 WDs of receipt if information has to be obtained from external archives.
12b			Pass enquiry to appropriate MOD department for action.	Pass enquiry to appropriate MOD department for action within 10 WDs of receipt.
13	Telephone enquiries to MODMO	Investigate and respond to telephone enquiries.	Provide verbal response to enquiry.	Provide verbal response within one Working Day (WD) of receipt of enquiry.
14	Telephone enquiries to JPAC Enquiry Centre (EC)	Investigate and respond to JPAC EC templates.	Provide written or verbal response to enquirer.	Provide written or verbal response within 10 WDs of receipt of template.

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
15	WO Warrants (RAF only)	Issue WO Warrants.		
15a			Produce WO Warrant for serving personnel.	Produce and despatch warrant to unit within 30 WDs of receipt of notification.
15b			Produce WO Warrant for ex-Service personnel.	Produce and despatch warrant within 30 WDs of receipt of notification.
16	Statistics	Provide statistics to single Services and MOD.	Provide monthly statistics on medal applications received and cleared by type of medal.	Provide written report within 10 WDs of end of month.
17	Records	Maintain and preserve electronic, paper and other medal related records for serving and retired servicemen.	Preserve records or transfer to national archive as appropriate.	Retrieve any preserved/archived record within 20 WDs of receipt of request.
18	Medal display	Maintain and safeguard the Army Medal Collection on behalf of AG, and other medals as requested.	Maintain and display the Medal Collection.	Generate a Joint Service Medal Collection, adding all new medals as appropriate.
19	Process receipts	Process receipts in accordance with applicable standards and regulations and agreed internal procedures.	Process cheques received for payment of replacement medals.	Within 5 WDs of receipt.
20	Operational Honours List – Second and Third level awards	Extract all relevant Second and Third level honours details from the Operational, Birthday and New Years Honours List and place an order for the required amount of medals on the Royal Mint or appropriate jewellers.	Delivery of awards to Military Secretariat 1 (MS1), or Central Chancery, as directed in time for investiture.	Construct a list of all recipients ensuring correct naming and post nominal detail within 10 working days. Send list to Royal Mint for them to use for engraving purpose. On receipt of medals back from the from Royal Mint carry out a 100% quality check to ensure all medals are perfect in every detail and the naming detail is also correct.

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
				On receipt back from Royal Mint deliver to MS1 within 20 working days.
21	Operational Honours List - Fourth level awards	Extract all relevant fourth level honours details from the Operational Honours list and place an order on the Design Office for Certificates to be completed.	Delivery of Certificates and emblems to Commanding Officers of the awarding units or home addresses for those discharged from the Service.	Pass details of recipients of fourth level award to the Design Office. Pass also sufficient Palace Crested parchment to enable them to complete certificate. All fourth level awards and certificates to be despatched within 35 working days.

SERVICE DELIVERY – JCCC SERVICES - ANNEX H

- This Annex sets out the Service Levels that underpin the requirements for the Services to be provided by MoD personnel (known as the Supplier) under this Agreement.

Note: This SLA contains a large amount of detail in an effort to provide full visibility of this new AFPAA service. It should be noted that it is not possible to incorporate the same amount of detail within the other Annexes to this SLA as the detail will be provided elsewhere.

JCCC SLA

GLOSSARY

AIASC	Army Inquiries and Aftercare Support Cell
AFMDB	Armed Forces Memorial Database
AFMPT	Armed Forces Memorial Project Team
AHB	Air Historical Branch
ASLO	Accident Site Liaison Officer
BOI	Board of Inquiry
CASADU	Casualty Administration Unit
CNO	Casualty Notifying Officer
COMECT	Commonwealth Entitled Compassionate Travel
CWGC	Commonwealth War Games Commission
D News	Director News
DAC	Defence Augmentation Cell
DASA	Defence Analytical Services Agency
DCMC	Defence Crisis Management Centre
DILFOR	Dangerously Ill Forwarding of Relatives
DOMCOL	Domiciled Commonwealth Leave
DTMA	Defence Transport and Movements Agency
EOD	Explosive Ordnance Disposal
EPIC	Emergency Procedures Information Centre (British Airways)
FLC	Front Line Command
JCCC	Joint Casualty and Compassionate Centre
MIC	Major Incident Centre
MMARS	Movement Management Air Reservation System
NA	Notifying Authority
NAAFI	Navy Army Air Force Institute
NHB	Naval Historical Branch
NOK	Next of Kin
NWG	Non-War Graves
OGD	Other Government Departments
PF	Procurator Fiscal
PJHQ	Permanent Joint Head Quarters
PPO	Principal Personnel Officer
UKSC(G)	UK Support Command (Germany)
VO	Visiting Officer

JOINT CASUALTY AND COMPASSIONATE CENTRE (JCCC) – ANNEX H

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
1	Overseas Deployments and Exercises		
1a		Provide briefings for the Chain of Command, prior to overseas deployments, on both Casualty and Compassionate issues.	Front Line Commands (FLCs) to provide JCCC with details of overseas deployments and all roulement units and briefing/study days, usually held at 1* level. FLCs to provide contact details of unit rear parties for all operational deployments. FLCs to provide details of all overseas exercises, including adventurous training, including contact details, and nominal rolls as appropriate.
1b		Provide appropriate briefings to the single Services on JCCC.	FLCs to advise JCCC of briefing requirements.
2	Casualty – Single/Minor Incidents		
2a		JCCC is the authority for the notification of casualty occurrences to single Services/Chain of Command as directed by JSP 751. Timescale: Single Services/Director News (D News) to be informed, when appropriate, within 30 mins of receipt of PUBLINTCAS, whilst ensuring that the KINFORMING process is actioned first.	Ensure Next of Kin (NOK)/Emergency Contact details are accurate and up to date. Ensure lists of Souls on Board ship are passed to JCCC. Single Services to be responsible for briefing chain of command/minister as appropriate.
2b		Provide appropriately trained staff to respond to each and every notification of casualty information. Timescale: 24 hrs basis.	If KINFORMING has not already taken place, JCCC to nominate and task Notifying Authorities (NA) to ensure casualty administration is completed iaw the guidelines and timescales outlined in JSP 751. NAs to ensure that all CNOs and VOs are appropriately trained.
2c		Where appropriate, provide an immediate response to information relayed by telephone, Fax, signal, or electronic transmission.	Provide accurate notification to JCCC in respect of each and every casualty iaw JSP 751. Units are to provide as much factual detail as possible concerning the nature of the incident.
2d		Respond immediately to casualty notification as determined by JSP 751 tasking appropriate NA with KINFORMING action where reporting unit	Respond to requests for assistance from JCCC iaw the guidelines and timescales outlined in JSP 751. NA to confirm completion of

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
		unable to action direct.	KINFORMING action to JCCC via immediate signal/fax.
2e		Disseminate casualty details to appropriate authorities for casualties from Foreign and Commonwealth nationals, Exchange personnel, contractors, NAAFI and non-military personnel on duty with the Armed Forces iaw JSP 751.	Customers undertake delegated KINFORMING and subsequent responsibilities.
2f		Disseminate casualty details (removing restricted-medical in confidence information) to single Service authorities iaw distribution specified in JSP 751 Timescale: ASAP but within 3 hrs.	Single Services/Reporting Units will report casualty information to the JCCC as the only action addressee.
2g		Provide an advisory service to NA, CNO, Visiting Officer (VO) and unit Staff on casualty policy, advice/support and related financial matters. Timescale: 24 hrs basis.	Respond to requests for assistance from JCCC in relation to casualty advice/support and policy matters. Responses to be made during normal working hours.
2h		Maintain records of all casualty notifications and provide details for the update of electronic personnel records. Timescale: Within 1 Working Day.	NAs to maintain records of all actions taken in respect of casualties. Where appropriate, records to be updated. AIASC becomes the focus for ARMY NAs and VOs following the funeral, keeping JCCC informed. Timescale: Within 1 Working Day.
2i		Consider, and where appropriate authorise, Dangerously Ill Forwarding of Relatives (DILFOR) accommodation and transportation arrangements, iaw guidelines outlined in JSP 751. Timescale: Immediate.	NAs and Notifying Units will assist the JCCC over any DILFOR transport and accommodation requirements as requested providing appropriate support to NOK iaw guidelines and timescales outlined in JSP 751.
2j		Provide appropriate details to single Service Secretariats and, in the case of the Army, AIASC, of a death in Service to enable Secretariats to prepare letters of condolence for Ministers/Principal Personnel Officer (PPO). Details must include, where available, NOK in addition to EC, and whether parents are divorced, separated or together. Timescale: Within 1½ working days, to enable the Customer to meet their 2 working day deadline.	Single Service Secretariats to forward details/draft letters of condolence to Ministerial/PPO outer offices following a death in Service (AIASC will draft letter for CGS). Timescale: Within 2 Working Days
3	Aeromed		

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
3a		Check all Aeromed signals and initiate casualty notification if required. Update and monitor until discharged from the airhead, hospital or returned to unit. Inform appropriate single Service authority.	Single Services to ensure that the individual is visited as soon as possible.
4	Casualty – Major Incidents		
4a		Head of JCCC is the authority to designate an event as a mass casualty incident and implement modified casualty reporting iaw JSP 751 Chapter 3.	Single Services or PJHQ to alert JCCC as to scale of incident and potential number of casualties as soon as possible. Initial casualty report detailing the scale of incident, potential number of casualties to be made iaw JSP 751. In the event of a major incident overseas, including Germany, it is likely that the Command or Embassy/BHC will also set up its own MIC irrespective of what the JCCC does. This includes UKSC(G).
4b		Provide appropriately trained staff to provide initial response to a major casualty incident. Timescale: 24 hrs basis.	Services to report casualties to JCCC iaw guidelines in JSP 751 Chapter 3.
4c		JCCC will alert the relevant NAs by immediate signal of activation of Major Incident Centre (MIC) and introduction of modified reporting procedures for named incident.	NAs to adopt modified reporting procedures iaw JSP 751 Chapter 3.
4d		Provide and promulgate the means by which information for a major incident is relayed to JCCC by telephone (24 hr), FAX, signal or electronic transmission.	When requested by JCCC, NAs or Chain of Command to provide verification of major incident information to VO, NA, unit welfare staff, EC/NOK, single Service Secretariat staff.
4e		Co-ordinate with Defence Crisis Management Centre (DCMC) Defence Augmentation Cell (DAC) augmentation of staff as required to maintain a MIC capability	Provide appropriately qualified staff to augment MIC as directed by DCMC DAC. Timescale: First shift 12 hrs from notification. Subsequent shifts at 12 hr intervals thereafter.
4f		Operate and maintain a continuous programme of refresher and induction training for MIC augmentees.	Ensure that personnel are released for induction training and that they maintain currency by attending refresher training. Timescale: Induction within 3 weeks of start date. Refresher training every 6 months.

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
4g		In conjunction with D News (and HQ N Ireland if appropriate), staff and operate a public enquiry bureau for the Armed Forces in response to a major casualty incident requiring activation of MIC for as long as required. Timescale: 24 hrs basis.	Single Services to direct all requests for information from the public to JCCC MIC. D News to reinforce the MIC with specialist media ops personnel. Where it is essential for information to be disseminated locally JCCC to be informed of details released.
4h		Maintain link with British Airways Emergency Procedures Information Centre (EPIC), via RAF Uxbridge.	RAF Uxbridge to provide personnel to deploy to EPIC, Heathrow to provide accurate casualty notification to JCCC iaw guidelines and timescales outlined in JSP 751. Timescale: Within 2 hours.
4i		Maintain link with Defence Transport & Movements Agency (DTMA) to ensure Movement Management Air Reservation System (MMARS) link into JCCC remains operational. Timescale: 24 hrs basis.	DTMA to provide and maintain JCCC connectivity and the provision of system training to JCCC personnel when required. Timescale: 24 hr basis
4j		Maintain link with Movement staff at RAF Lyneham and RAF Brize Norton to retain the availability of a MMARS operator at JCCC MIC, if required.	RAF Lyneham/Brize Norton to provide on request a fully trained MMARS operator to be despatched to JCCC. Timescale: Despatched within 1 hour of request.
4k		In consultation with single Services, nominate a Casualty Administration Unit (CASADU), if required for a serious military/chartered aircraft accident.	Nearest suitable military unit to undertake CASADU responsibilities.
5	Registration of Deaths		
5a		Register the deaths of all personnel who die in specified locations (as directed in JSP 751), on RN ships and MOD/RAF aircraft outside UK/UK territorial waters.	Ensure registration of deaths of Service personnel, dependants' overseas iaw JSP 751 and to report deaths meeting the criteria at 5.1(c) in a timely and accurate manner.

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
6	Repatriation of Bodies		
6a		Co-ordinate the JCCC aspects of the repatriation of bodies of entitled personnel to the UK, Irish Republic or Country of Origin in a timely and dignified manner, liaising with the appropriate FLC, single Services, PJHQ, NOK and Coroner.	Ensure, where appropriate, JCCC is advised of the level of repatriation. NAs to inform JCCC of family undertaker and attendance of family members. Timescale: At least 24 hrs prior to arrival of repatriation flight.
6b		Liaise with FLCs, PJHQ and SP Pol as appropriate to establish the level of the repatriation under OP BOWDEN, PABBAY or KEIR.	Ensure, where appropriate, JCCC is advised of the level of repatriation.
7	Compassionate		
7a		Provide appropriately trained staff to respond accordingly to telephone calls and signals of a compassionate nature. Timescale: 24 hrs basis.	Ensure Unit orders for duty staff cover compassionate procedures. Pass information to the JCCC on potential cases for compassionate travel.
7b		Investigation and verification of information received concerning potential compassionate leave travel.	Issue Compassionate Travel Card to personnel proceeding on duty overseas including Northern Ireland or ship at sea. UKSC(G) is responsible for carrying out these procedures for Compassionate leave and travel for all Army personnel stationed in their Areas of Responsibility, including those whose family reside in Germany when the Officer or soldier is deployed. Keep JCCC informed of all compassionate cases travel arrangements.
7c		Categorise cases, authorise and arrange travel iaw JSP 751 and provide update to originator of request. Make recommendations to all overseas locations except NI where details should be passed to HQNI G1 Desk for categorisation under criteria contained in NISOP G123/138.	Provide assistance with the investigation and administration of cases where necessary.
7d		Ensure Service person's current and parent unit are informed of serious or difficult compassionate cases (eg death of a spouse).	Ensure that serious/recurring problems are dealt with by applying appropriate resolution (Preferential Treatment/Compassionate Drafting/Posting etc).
7e		Notify relevant addressees (Comp Cell Andover, HQ's, Welfare Agencies etc) of categorisation.	Commanding Officer to make leave decision and signal accordingly. Service persons details to be documented and briefed iaw JSP 751.

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
7f		Monitor response to Comp Travel signals.	Comp Cell Andover and single Services to arrange travel.
7g		If service person requires an extension of compassionate leave, liaise with single Service UK Administering Unit and/or Overseas location.	Commanding Officer to be the Authorising Authority for extension of leave. UK Admin Unit to liaise with Comp Cell Andover to arrange return passage.
7h		Maintain the Compassionate Travel database.	
7i		For compassionate cases involving personnel registered for Domicile Commonwealth Leave (DOMCOL) or Commonwealth Entitled Compassionate Travel (COMECT), verify case with the British Embassy/High Commission in the overseas country of origin.	Maintain DOMCOL and COMECT registers and ensure the JCCC have access to up-to-date version.
7j		Where applicable authorise DOMCOL or COMECT travel iaw JSP 751 Chapter 21.	Prior to agreeing COMECT leave request ensure service person has an entitlement to a leave travel warrant and that a warrant is deducted each time COMECT is authorised.
7k		Ensure that all relevant urgent welfare issues, arising from out of scope compassionate requests, are passed on to the appropriate single Service units, including requests from Foreign and Commonwealth soldiers and British High Commissions (BHC), whilst ensuring that operational staffs are not overwhelmed but cases more properly managed by the Unit welfare organisations.	FLCs are to ensure that staffs in BHCs are appropriately trained in casualty and compassionate procedures and that Unit Welfare organisations are prepared and established to manage low level non-urgent welfare issues locally.
8	Funerals, Graves and Memorials		
8a		Provide single Services (Parent Unit/Visiting Officer) with advice on the funeral entitlement of individuals who die whilst serving in the Armed Forces. Timescale: Within 48 hours of notification of death.	VO or NA to inform the JCCC of the wishes of the NOK for disposal of the body. Timescale: Within 7 days or less of death when disposal of the body is to be iaw the requirements of the casualty's faith or religion. Parent Unit/single Service remain responsible for making the necessary arrangements for service at request of NOK. Under terms of local funeral contract.

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
8b		<p>Authorise payment of funeral grant, where applicable, to families.</p> <p>Timescale: Within 1 week of receipt of completed Burial/Cremation report or receipted bill/invoice whichever is the later,</p>	<p>The NA is responsible for ensuring that a Burial/Cremation report is completed by the Unit and returned, together with evidence of expenditure, to JCCC.</p> <p>Timescale: Within 7 days of funeral/burial/cremation.</p>
8c		<p>Ascertain the wishes of the NOK on the marking of the grave/site of interment with a Military Pattern headstone/urn plot marker.</p> <p>Ascertain and implement the wishes of the NOK for an entry in book of remembrance, where a family has elected to have remains cremated and does not wish ashes interred.</p> <p>Timescale: Offer of appropriate memorial to be sent to NOK through VO within 4 weeks of funeral.</p>	<p>Service VO or NA is to provide help and advice to the family, to allow them to complete the schedules and ensure their return to JCCC after an appropriate period of consultation.</p> <p>UKSC(G) retains responsibility for the provision of Urn Plot markers in UKSC(G) maintained Military Cemeteries in Germany.</p>
8d		<p>Liase with family, headstone contractor, church/council authorities and NA, where NOK wish to mark the grave with a Service headstone and resolve difficult issues to allow an order to be placed that meets criteria of MOD contract and civil authorities.</p>	<p>NAs to assist JCCC as required.</p>
8e		<p>Order the headstone from Contractor and arrange its delivery and erection over the grave, authorise necessary payments to church, cemetery and contracting authorities, inform NOK once action complete.</p> <p>Timescale: All arrangements to be completed within 6-8 months of death of casualty, within terms of headstone contract and subject to the requirements of the Cemetery authority.</p>	
8f		<p>Maintain a record of all non war graves (NWG) established by the MOD and maintain where appropriate or agreed, passing details of new graves on to NAs. Answer queries from the public on all NWGs.</p>	<p>NAs to pass details, when appropriate, of new grave deeds to G4 Estates so they can be added to their inspection records.</p> <p>CWGC to answer any enquiries on maintenance of NWG overseas where they have accepted maintenance responsibility (see Srl 8.7 d).</p>
8g		<p>Task single Services with the inspection of Service graves in specified locations to ensure MOD meets its commitment to maintain graves in perpetuity. [Note: A review is currently being undertaken with DE staffs to identify all NW graves to ensure accuracy of data to enable a co-ordinated maintenance programme to be established]</p> <p>Timescale: Biannually.</p>	<p>Single Services to conduct inspection of graves at agreed intervals and to provide a report to JCCC on condition of graves inspected and maintenance requirements</p> <p>Services to arrange regular routine maintenance of Service graves under terms of Station/Div/Bde contract or through the local Prime Contractor.</p> <p>CWCG responsible for war graves and certain NWGs overseas.</p>

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
8h		Approve the replacement and maintenance of any Service maintained headstone suffering from excessive wear and tear, damage or vandalism that is deemed as being so badly damaged that it requires replacement.	Single Services/Regional Prime Contractor are to make a case for replacement of such stones supplying supporting evidence/photographs to allow the JCCC to make an informed decision.
8i		Enter details of all deaths in Service onto the Armed Forces Memorial Database (AFMDB) and update records once notified of findings of Board of Inquiry (BOI)/Coroners Inquest. Timescale: AFMDB record to be created within 15 Working Days of death. Update information on Grave location/ BOI/Inquest within 10 Working Days of receipt.	Armed Forces Memorial Project Team (AFMPT) retain responsibility for deciding which of the names entered onto AFMDB will be recorded on Memorial AIASC to inform JCCC of the key findings of Army BOI into deaths in Service / Inquest results within 1 week of publication./ completion.
9	Historic		
9a		Answer enquiries from the public and Service authorities on historic casualty occurrences, liaising with the Service Historic Branches/ Commonwealth War Graves Commission (CWGC) as appropriate over respective areas of responsibility.	Air Historical Branch (AHB)(RAF) will answer enquiries concerning RAF casualty events outside the past decade. Naval Historical Branch (NHB) will answer enquiries concerning action/loss of HMG ships. Army Historical Branch will answer enquiries concerning the operational environment of human remains discovered from WWI and WWII battlefields, and all other conflicts. CWGC will answer enquiries concerning the graves of personnel killed in the two World Wars.
9b		Co-ordinate efforts with Service authorities/CWGC to identify the remains of UK Service personnel discovered on battlefield and crash sites throughout the world and locate any surviving relatives to inform them of the discovery.	Defence Staff in British Embassies are to alert JCCC to discoveries of human remains believed to be UK serving personnel overseas and liaise with National and local governments on behalf of JCCC. Single Service authorities to provide information to JCCC to assist with identification of bodies. Single Service media/Secretariat staff to co-ordinate any media appeals/notification of Ministers in relation to historic casualty events.
9c		In association with appropriate single Service authorities and CWGC, arrange for the re-interment of human remains iaw Service traditions and wishes of NOK	Defence staff in British Embassies to provide appropriate assistance in country liaising with National and local governments on behalf of JCCC. Single Services to provide ceremonial support (Guard of Honour, Band, Pallbearers), if required/as appropriate.

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
9d		<p>License excavations at aircraft crash sites in the UK under the terms of the Protection of Military Remains Act 1986.</p> <p>Applications to be processed in a timely manner and licence issued/ applicant informed/permission refused.</p> <p>Timescale: Within 5 Working Days of receipt of final relevant inputs and receipt of appropriate paperwork from applicant.</p>	<p>Joint Service EOD operations staff to provide advice and support to JCCC on ordnance related issues relating to recovery of crashed aircraft.</p> <p>Aircraft Recovery and Transportation Flight to provide advice and support, if necessary, to the JCCC on recovery of crashed aircraft and human remains.</p> <p>RN to provide diver support, if necessary, for the recovery of wreckage and human remains.</p> <p>AHB/NHB to advise on likelihood of human remains being found at crash site.</p> <p>Defence Estates staff to advise JCCC of any wider archaeological issues relating to OGD and local councils.</p>
10	Inquests		
10a		<p>Co-ordinate, if required, the release of a copy of Service BOI to the Coroner or Procurator Fiscal (PF).</p>	<p>Single Services will lead on all BOI issues and release BOI to appropriate addressees including chain of command, Veterans Agency, NOK and their legal representatives.</p> <p>AIASC to inform JCCC of findings of Army BOI into all deaths in Service. RN/RAF authorities to inform JCCC of key findings of BOI if service authorities release BOI direct to Coroner / Procurator Fiscal.</p> <p>Timescale: Within 2 weeks of publication/release to NOK.</p>

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
10b		<p>Act as the focal point for all Coroners and Procurators Fiscal. For inquests pass any relevant information to the single Service authorities responsible for making the detailed arrangements for witnesses.</p> <p>Timescale: Within 5 Working Days of receipt of request from Coroner's Office.</p>	<p>The RMP (SIB) are HM Coroner's representative overseas, and in Germany UKSC(G) will liaise direct with UK coroners and Procurators Fiscal, keeping JCCC informed.</p> <p>Army NAs and the AIASC retain responsibility for liaising with Coroners over Army deaths, for ensuring Service witnesses attend inquests and for informing other Army authorities.</p> <p>Single Services will brief chain of command and Ministers of any high profile cases and, in association with D News staff, prepare any media briefs.</p> <p>MOD Legal staff will arrange appropriate legal representation at Inquest and brief Service witnesses on MOD position</p> <p>Provide an official observer to report on findings of inquest and, at request of NOK, to escort them to the hearing. Ensure a report is forwarded to the JCCC.</p>
10c		<p>Inform single Service Secretariats, DASA (Health Stats), Veterans Agency and individual's unit of result of Inquest (RN and RAF only).</p> <p>Timescale: Within 3 Working Days.</p>	<p>Single Service Secretariats will brief chain of command and Ministers of any high profile cases and, in association with D News staff, prepare any media briefs.</p> <p>AIASC to notify JCCC of the results of all Inquests into Army deaths within 1 week of event.</p>
11	Deceased Estates		
11a		<p>Liaise with the NOK/executors/solicitors of individuals who die in military service and inform them of the arrangements for the disposal of any financial assets.</p> <p>Timescale: Initial letter to be sent to NOK/Executor within 3 weeks of a death in Service or within 2 weeks of the funeral, whichever is the later</p>	<p>Nominate Effects Officer to manage effects iaw JSP 751. No effects/monies of deceased found on Military estate are to be released/disposed of by single Service authorities without authority of JCCC. Retain and secure all personal effects with the exception of financial documentation (insurance policies, credit card, cheque book etc). Financial documentation and any Will held/found by Service Authorities/ in Service Accommodation is to be forwarded via registered post to JCCC Deceased Estates without delay.</p>

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
11b		<p>Authorise the release of any monies owing by the MOD to the executor of the estate once probate and other relevant documentation authorising release of funds has been received.</p> <p>Timescale: Within 7 Working Days of receipt of Probate or other documentation required to release money, whichever is the later.</p>	Release of monies to be undertaken by appropriate part of MOD/AFPAA on receipt of authority from JCCC.
11c		<p>Authorise the release of the deceased's personal effects.</p> <p>Timescale: Within 7 Working Days of inventory being received or approval to release potential sensitive items (Laptop/Phones/Camera) after checking by appropriate authority, whichever is the later.</p>	Release of effects to be undertaken by single Service staff/ Standing Committee of Adjustment on receipt of authority from JCCC.
11d		<p>Issue paperwork granting exemption of deceased estates from Inheritance Tax where deceased meets qualifying criteria and staff request from relatives of personnel seeking exemption on grounds that death in retirement is directly attributable to Service.</p> <p>Timescale: For historic casualties within 14 Working Days of receipt of opinion of medical authorities/VA. For current casualties meeting eligibility criteria, within 2 months of notification of death.</p>	<p>BOI or Unit decision on whether the casualty was on or off-duty. Advice may be required from Medical Authorities and Veterans Agency (VA) to confirm entitlement.</p> <p>The final decision on attribution of death is arbitrated by the VA.</p>
11e		<p>Answer any enquiries on resolution of deceased's estate.</p> <p>Timescale: Within 15 Wd of receipt for a period of upto 24 months following a death in Service, or until such time as probate is obtained, whichever is the later. Enquiries more than 2 yrs old will be answered within limits of information that can be recalled from archives.</p>	AFPAA Pensions/Veterans Agency will answer queries arising on estate issues relating to estate of Service pensioners.
12	Parliamentary Business		
12a		<p>Provide advice/inputs to AFPAA/single Service Secretariats to allow them to answer PQs, Ministerial Enquiries and Treat Official Correspondence on casualty and compassionate casework, policy issues and JCCC actions.</p> <p>Timescale: Within specified deadline of Secretariat staff.</p>	Single Services to set a deadline, reflecting Parliamentary Branch requirements, but reflecting overriding core responsibilities of JCCC in casualty and compassionate reporting.

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
12b		<p>Provide timely briefing to AFPAA/single Service Secretariats on high profile casualty and compassionate casework issues that requires Ministerial (or PPO) attention.</p> <p>Timescale: Within specified deadline of Secretariat staff.</p>	<p>Single Service Secretariats to refine material and prepare appropriate briefing for Ministers/PPO's, reflecting Parliamentary branch/outer office requirements.</p>
<i>THE FOLLOWING SECTION APPLIES ONLY TO DASA</i>			
13	Provide Business Support to DASA		
13a		<p>Provide a weekly summary of all casualty occurrences in the armed forces from information notified to JCCC and a copy of individual casualty notifications issued by JCCC.</p> <p>Timescale: Weekly report to be provided by 1200 hrs on the 1st working day of the following week.</p>	<p>Ensure security and availability of all data and safeguard against misuse or loss, complying at all times with the terms and conditions of relevant legislation. Take all legal measures required to comply with the DPA and FOI, and work within a strict Disclosure of Information regime.</p>
13b		<p>In the event of any delays sending the weekly extract inform the Customer on Enleigh 68603 and agree an appropriate course of action.</p>	<p>On receipt of weekly extracts perform validation checks. However, other than in exceptional circumstances to be agreed with the Supplier, there will be no facility for a re-run until the following week.</p>
13c		<p>Be available during normal office hours in the event of DASA receiving PQs/MEs/FOI or DPA requests. Provide relevant information, where that information and the necessary manpower is readily available / accessible without incurring disproportionate cost or effort.</p> <p>Timescale: Within reasonable deadline as specified by DASA.</p>	<p>Recognise the unique nature of the Suppliers business and agree only to contact JCCC with ad hoc requests if unable to respond to such enquiries using information previously supplied in weekly casualty reports.</p>
13d		<p>Provide information on changes to key personnel or contact arrangements.</p> <p>Timescale: Within 1 week of changes occurring.</p>	<p>Provide information on changes to key personnel or contact arrangements.</p> <p>Timescale: Within 1 week of changes occurring.</p>

Serial No (a)	Service Area (b)	JCCC Responsibilities (c)	Customer Responsibilities (d)
13e		Provide a JCCC wiring diagram and update with any relevant changes.	

SERVICE DELIVERY – JPAC PACC SERVICES - ANNEX I

- This Annex sets out the Service Levels that underpin the requirements for the Services to be provided by MoD personnel (known as the Supplier) under this Agreement. .

Note: This SLA contains a large amount of detail in an effort to provide full visibility of this new AFPAA service. It should be noted that it is not possible to incorporate the same amount of detail within the other Annexes to this SLA as the detail will be provided elsewhere.

GLOSSARY

JPAC PACC	Joint Personnel Administration Centre Pay and Allowances Casework Cell
SP Pol	Directorate of Service Personnel Policy
Appeal	A request to reconsider a decision, previously made by the JPAC PACC or legacy system predecessor, in respect of a (perceived) pay or allowance entitlement or the recovery of a 'Service' debt. Appeals will be dealt with by the JPAC PACC as a case.
Case	<p>a. A written enquiry to the JPAC PACC which details the background, the individual circumstances, what entitlement is being sought and any other relevant facts to support the submission. This may come from unit HR admin staff or, exceptionally, Service personnel.</p> <p>b. A written submission in relation to an overpayment of pay and/or allowance or underpayment of charge submitted, initially, by EDS (or Paymaster, in respect of Pension overpayments).</p>
Case file	The file containing all relevant papers and correspondence in relation to a Case.
Casework	The act of investigating and responding to a query or informal dialogue or, once a case is submitted, investigating, considering, ruling and responding to that written case.
Complaint	A statement (the RN equivalent of a Redress) reflecting dissatisfaction or protest against a perceived unjust or unfair treatment with respect to regulations. The JPAC PACC may provide specialist advice in respect of a Complaint. This will be handled in the form of a case.
Customer	Collective term used to embrace those who may direct enquiries to the JPAC PACC e.g. UHRO staff, serving and discharged Service personnel, EDS and other MoD organisations.
De-minimus recovery levels	The level at which it is deemed not (no longer) cost effective to pursue recovery.
Legacy Systems	Systems for the delivery of pay and allowances to the Armed Forces prior to the introduction of JPA.
Legacy Rules	Single-Service Regulations applicable to Armed Forces pay and allowances prior to the introduction of JPA.
Log	A method of recording responses to all enquiries, cases (including appeals) and redresses to provide an audit trail of action and decisions.
JPA Rules	Tri-Service Regulations for Armed Forces pay and allowances following the introduction of harmonised rules on JPA
JPAC PACC MIS Requirements Schedule	<p>A schedule which contains a list of the MIS reports (including output content and timescales for delivery) that the JPAC PACC have agreed to forward to customers.</p> <p><i>This schedule is a living document that can be updated at any time as agreed between the customer and the JPAC PACC.</i></p>

GLOSSARY continued

Pay and Allowances	A generic term which includes pay (including specialist pay), allowances, charges, write-offs and recoveries.
Redress/ Complaint	A formal process available to Service Personnel which enables them to seek the “righting” of a perceived “wrong”. The JPAC PACC may provide specialist advice in respect of a Redress. This will be handled in the form of a case.
Unrecoverable Overpayment	An overpayment that is not cost effective to pursue (see JPAC PACC delegations) or for which the debtor has successfully appealed against recovery

GENERAL CONDITIONS APPLICABLE TO JPAC PACC SERVICE LEVELS

1. **Staffing of Cases.** The JPAC PACC will be staffed by personnel who are competent and appropriately trained and who have sufficient understanding of the regulations and of the military environment so as to be able to make an informed judgement in respect of each case that is submitted to the JPAC PACC. Such staff will provide answers to cases that reflect careful consideration of all associated factors and a clear explanation of decisions taken with the aim that no more than 20% of cases are returned to the JPAC PACC for further reconsideration as Appeals and, of these, no more than 5% become Redresses/Complaints. When ruling on a case that is outside the JPAC PACC delegations, the case is to be referred to SPPol.
2. **Log.** The JPAC PACC will create and retain records of all contacts, cases and appeals that are submitted by its customers. In addition, records are to be maintained for all requests in support of redresses/complaints. Similarly, records of action taken to resolve such enquiries, cases and appeals will be created and retained for at least 6 years. Such details will be available by way of management information to bone fide customers.
3. **Policy Guidance.** Where policy guidance is required, the JPAC PACC will ensure that cases, appeals and redress papers are submitted in writing to SP Pol and comprise:
 - a. An outline of the case, appeal or redress.
 - b. An explanation of the relevant regulations pertaining to that case together with a JPAC PACC recommendation on the appropriate response to the case.

PAY AND ALLOWANCES CASEWORK CELL (JPAC PACC) – ANNEX I

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
1	Contact	<p>To enable the ‘ID and Verify’ process to occur, to provide answers to Frequently Asked Questions (FAQ) developed using the Customer Relationship Management (CRM) software and to enable the capture of management information to inform JPA training, contact with the JPAC PACC will be undertaken through the Enquiry Service. When detailed advice outside the scope of the enquiry Service is requested by unit HR staff, they will be passed to the JPAC PACC during normal working hours. Calls will be passed to the JPAC PACC either directly when requested or when less urgent, the JPAC PACC will return the call to the unit HR admin staff within 24hrs.</p> <p>Timescales:</p> <ul style="list-style-type: none"> a. Initial response to be provided by the Enquiry Service immediately. b. Where it has been necessary to provide a verbal holding reply, a full response is to be provided within 5 working days. 	<p>Calls to the JPAC must go through the ‘ID and Verify’ process in order to conform to the requirements of data protection. To assist in dealing with calls to the Enquiry Service, the individual or the Unit HR admin staff is to provide essential information to support the call i.e. the rank and name of the individual calling together with details of the service person to whom the call may pertain, the relevant regulation (by reference to the appropriate JSP or legacy regulation), if appropriate, and the purpose of the call.</p>
2	Cases	<p>The JPAC PACC is to respond to cases in accordance with delegated powers in the timescales indicated below. When ruling on a case is outside the JPAC PACC delegations, the case is to be referred to SP Pol.</p> <p>Timescales:</p> <ul style="list-style-type: none"> a. Acknowledgement of receipt of a case to be provided in writing within 1 working day. 	<p>Customers are to produce written cases (using JPAC PACC Form 1) for consideration by JPAC PACC which include all relevant information eg the rank and name of the individual concerned, the relevant regulation (by reference to the appropriate JSP or legacy regulation where possible), the nature of the case, any supporting evidence and the unit HR admin staff view on the case.</p>

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
		<p>b. For cases that do not require policy or legal advice, a full written response is to be provided within 10 working days.</p> <p>c. For cases that require further policy or legal advice, a full written response is to be provided within 25 working days.</p> <p>d. Where it is not possible to meet the targets set out in sub-paras b and c above, a holding reply is to be provided within 10 working days and thereafter at intervals not exceeding 20 working days.</p>	<p>Where cases are referred to SP Pol Pay and Allowances, they will provide policy direction or a holding reply to JPAC PACC within 15 working days.</p>

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
3	Appeals in respect of JPAC PACC decisions	<p>The JPAC PACC is to consider appeals in accordance with JPAC PACC Appeals Policy and appropriate regulations (e.g. Government Accounting, JSP752, JSP754). Policy direction on the specifics of the appeal is to be sought from SP Pol Pay and Allowances as necessary. Where ruling on an appeal is outside the PACC delegations, the case is to be referred to SP Pol.</p> <p>Timescales:</p> <ul style="list-style-type: none"> a. Acknowledgement of receipt of an appeal is to be provided in writing within 1 working day of receipt. b. For appeals that do not require policy or legal advice, a full written response to be provided within 10 working days. c. For appeals that require further policy or legal advice, a full written response is to be provided within 25 working days. d. Where it is not possible to meet the targets set at sub-paras b and c above, a holding reply is to be provided within 10 working days and thereafter at intervals not exceeding 20 working days. 	<p>Unit HR admin staff are to provide JPAC PACC with a basis for the appeal (using JPAC PACC Form 2) .This should include the regulation(s) considered by the applicant to support the basis for appeal. Also, references to any previous JPAC PACC correspondence on this case is to be provided.</p> <p>Where cases are referred to SP Pol Pay and Allowances they will provide policy direction or a holding reply to JPAC PACC within 15 working days.</p>

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
4	Recovery of outstanding debts	<p>The JPAC PACC is to process all outstanding debts (i.e. those not recoverable through routine pay processes) in accordance with Government Accounting Regulations.</p> <p>Timescale:</p> <p>Recovery action to be initiated within 5 working days of receipt of notification (see notes below).</p> <p>Notes.</p> <ol style="list-style-type: none"> 1. The action of recovery could extend over many months if the debtor proves difficult to trace or fails to respond to correspondence. 2. Formal appeals will be managed in accordance with Serial 5 below. 3. Recovery of debts should not exceed minimum drawing rates, as detailed in JSP 754 Chap 2 Section 4. 	<p>Internal AFPAA processes will ensure that outstanding debts are directed to the JPAC PACC.</p> <p>Customers are to respond to all correspondence in relation to such recoveries.</p>

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
5	Appeals in respect of the recovery of outstanding debts, including formal Notices of Objections	<p>The JPAC PACC is to consider/reconsider the basis of the appeal in accordance with JPAC PACC Appeals Process Policy and appropriate regulations (e.g. Government Accounting).</p> <p>Timescale:</p> <p>a. Acknowledgement of receipt of an appeal is to be provided within 1 working day.</p> <p>b. For cases that do not require policy or legal advice a full written response is to be provided within 10 working days.</p> <p>c. For cases that require policy or legal advice, a full written response is to be provided within 25 working days.</p> <p>d. Where it is not possible to meet the targets set at sub-paras b and c above, a holding reply is to be provided within 10 working days and thereafter at intervals not exceeding 20 working days.</p>	<p>The appellant (through unit HR admin staff, if still Serving) to provide full details of the basis of appeal, including any new evidence if appropriate. Also, references to previous JPAC PACC or AFPAA correspondence are to be provided.</p> <p>Where cases are referred to the appropriate Government Accounting/Treasury department, they will be invited to provide policy direction or a holding reply within 15 working days.</p>

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
6	Provision of Specialist Advice - Redresses/ Complaints	<p>When asked to provide specialist advice on Redresses/Complaints the JPAC PACC is to consider the basis of the redress in accordance with appropriate regulations (e.g. Government Accounting, JSP752, and JSP754). .</p> <p>Timescale:</p> <ul style="list-style-type: none"> a. Acknowledgement of the request is to be provided in writing within 1 working day. b. For cases that do not require policy advice (see note) a full written response is to be provided within 10 working days. c. For cases that require policy advice, a full written response is to be provided within 25 working days. d. Where it is not possible to meet the targets set at sub-paras b and c above, a holding reply is to be provided within 10 working days and thereafter at intervals not exceeding 20 working days. <p>Note.</p> <p>Policy advice on the specifics of the appeal is to be sought from SP Pol Pay and Allowances only when necessary.</p>	<p>Service focal points responsible for the administration of redresses/complaints are to ensure that AFPAA is provided with all appropriate papers relating to the redress including, in particular, any previous related correspondence that may have arisen from the JPAC PACC.</p> <p>Where SP Pol Pay and Allowances advice is sought in connection with a redress/complaint, they will provide policy direction or a holding reply within 15 working days of their receipt of the redress/complaint.</p>

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
7	Write-Offs	<p>The JPAC PACC to write-off unrecoverable overpayments in accordance with Government Accounting Regulations and Inland Revenue Requirements (e.g. Benefits in Kind).</p> <p>Timescales:</p> <ul style="list-style-type: none"> a. Write-off action to be initiated within 1 working day of the decision not to pursue recovery (see note below). b. JPA PACC is to communicate their decision to the unit and/or, individual, as deemed appropriate, at the same time as (a) above. <p>Note.</p> <p>The JPAC PACC will pursue recovery of overpayments in all cases that are above de-minimus recovery levels (as defined in JPAC PACC Delegations) until the overpayment is deemed to be “unrecoverable” (see glossary).</p>	Internal (see Debt Recovery above)
8	Submissions to SP Pol for consideration of policy amendment	Where the JPAC PACC determine that regulations are unclear or considers policy change is needed for some other reason, JPAC PACC to send a submission to SP Pol Pay and Allowances seeking a change to the current Tri-Service Policy. Each submission is to include any relevant background paperwork and JPAC PACC recommendation for the change requested.	SP Pol is to respond fully and promptly after seeking single-Service input as necessary within 20 working days of receipt of submission for policy direction. Where legal advice is required, the response may take in excess of 20 days. (Note. The response may be that the change has been

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
	or enhancement	<p>Timescale:</p> <p>Within 5 working days of the JPAC PACC becoming aware that a misunderstanding of a regulation is occurring. (see note below)</p> <p>Note.</p> <p>This may exceptionally result from an individual case but is more likely to be generated by continuous misunderstanding of the regulations or frequent requests for changes to a particular regulation.</p>	held pending formal review of an entire allowance or aspect of pay policy).
9	Provision of Management Information	<p>Provide Management Information as required, to both internal and external Customers, including information in respect of volumetric and trends.</p> <p>Specifically:</p> <p>Provide to SP Pol Allowances and SP Pol Pay and Charges, Pay Colonels and other agreed Customers written quarterly reports on allowances, pay and charges' casework, to include the issue in each case and emerging trends, policy and regulatory issues in narrative form in accordance with the provisions and timescales specified in the JPAC PACC MIS Requirements Document (see note 1 below).</p>	

Serial No (a)	Service Area (b)	JPAC PACC Responsibilities (c)	Customer Responsibilities (d)
		<p>Provide Ad-Hoc reports on allowances, pay and charges casework within 10 working days or as agreed with the JPAC PACC by SP Pol Allowances or SP Pol Pay and Charges (see note 2 below).</p> <p>Timescales:</p> <p>As specifically indicated above.</p> <p>Notes.</p> <ol style="list-style-type: none"> 1. The provisions of the JPAC PACC MIS Requirements Document may be reviewed and amended as required, subject to mutual agreement between the JPAC PACC and SP Pol Allowances and/or SP Pol Pay and Charges and Pay Colonels. 2. Where data is not readily available, but can be captured, information will be provided in a timescale agreed with the Customer. 	

SERVICE DELIVERY – PERSONNEL RECORDS - ANNEX J

This Annex sets out some of the Service Levels that underpin the requirements for the Services to be provided by the Supplier under this Agreement. Each serial is an extract from schedule 2B of the AFPAA Amendment Agreement (the contract). This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. The Service Levels comprise the following:

- A serial number that numerically identifies each Service Level.
- A Key Service Description that outlines the basis of the Service Level.
- Success Factors that specify the measures that are required in order to achieve a successful outcome. These have two specific elements, a Performance Measure and an Operating Level. The Performance Measure specifies the operating frequency and any standards that may apply; in this respect where a Performance Measure refers to a number of Working Days; the first day includes the day of receipt of the request or documentation. The Operating Level specifies the degree, including any tolerances, by which a successful outcome of that Service will be measured. For example, pay for 99.9% of all service personnel is to be enabled both accurately and timely by the due date each month and within an agreed tolerance of a maximum of 2% error in net pay on any individual pay account.

Ser No	Key Service Description	Success Factors		Notes	
		Performance Measure	Operating Level		
			Tolerance		Measure
(a)	(b)	(c)	(d)	(e)	(f)
1	Action authorised changes/updates to Electronic Personnel Records received on paper or by email.	Within 5 Working Days of receipt of occurrence.		100%	This reflects the need to be able to capture information input from any source. The Electronic Personnel Record includes any element of an individuals record within the JPA-Configured Oracle HRMS system.
2	Investigate and correct input errors, rejections and data conflicts in respect of Personnel Records.	Errors corrected or advice forwarded to the originator within 5 Working Days of error detection or notification.		100%	This serial exists to sweep up all types of invalid input data. However, it is assumed to be a very low volume as the COTS HRMS system should only allow verified inputs to be accepted.
3	Action authorised updates to Manual (paper) Personnel Records.	Within 10 Working Days of receipt of documentation.		100%	Note: The Document Handling Centre staffs will ensure that all outstanding filing is incorporated into the appropriate file prior to that file being delivered to the Customer under serial 8 below.

Ser No	Key Service Description	Success Factors		Notes	
		Performance Measure	Operating Level		
			Tolerance		Measure
(a)	(b)	(c)	(d)	(e)	(f)
4	Administer, process and store Wills.	Acknowledge receipt of Will within 3 calendar months.		100%	
5	Return stored Wills to originator on discharge. In the event of death, forward to the JCCC.	Within 10 Working Days of receipt of all documentation.		100%	Wills to be sent to the JCCC in the event of death in service.
6	Verify and despatch Commissioning Parchments for RN Officers.	Within 10 Working Days of receipt of parchment.		100%	Printed by MoD printers. NAVSEC support will continue to process Warrant Parchments for RN Warrant Officers.
7	Provide personnel entries for London Gazette.	Within London Gazette agreed deadlines.		100%	Officers career occurrences affecting terms of service and service lists. This service includes, but is not limited to, the compilation of entries, proof reading, monthly despatch and production of a file for the printing of annual Service Lists.
8	Provide files ready for delivery from the Document Handling Centre to authorised users.	Within 1 Working Day of Routine request or 1 Working Hour of Priority request.	Remaining 4% of routine request within 2 Working Days and remaining 4% of Priority request within 3 Working Hours.	96% per Calendar Month.	This only applies to files shown on the FTS/FRS as being returned after 1 October 2001. Files are to include any outstanding filing – see note in Serial 3 above.

SERVICE DELIVERY – INFORMATION SERVICES - ANNEX K

This Annex sets out some of the Service Levels that underpin the requirements for the Services to be provided by the Supplier under this Agreement. Each serial is an extract from schedule 2B of the AFPAA Amendment Agreement (the contract). This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. The Service Levels comprise the following:

- A serial number that numerically identifies each Service Level.
- A Key Service Description that outlines the basis of the Service Level.
- Success Factors that specify the measures that are required in order to achieve a successful outcome. These have two specific elements, a Performance Measure and an Operating Level. The Performance Measure specifies the operating frequency and any standards that may apply; in this respect where a Performance Measure refers to a number of Working Days; the first day includes the day of receipt of the request or documentation. The Operating Level specifies the degree, including any tolerances, by which a successful outcome of that Service will be measured. For example, pay for 99.9% of all service personnel is to be enabled both accurately and timely by the due date each month and within an agreed tolerance of a maximum of 2% error in net pay on any individual pay account.

Ser No (a)	Key Service Description (b)	Success Factors			Notes (f)
		Performance Measure (c)	Operating Level		
			Tolerance (d)	Measure (e)	
1	Provide information in response to Parliamentary Questions.	Within 1 Working Day of receipt or as agreed between the Supplier and the Customer		100%	In urgent cases, the Supplier will provide information within 3 hours of receipt of request. By agreement providing information is part of data in the possession of the Supplier.
2	Provide information in response to Ministerial Correspondence.	Within 5 Working Days of receipt or as agreed between the Supplier and the Customer.		100%	By agreement providing information is part of data in the possession of the Supplier.
3	Provide information from archived electronic data in response to routine enquiry.	Within 10 Working Days of receipt of enquiry.		100%	Archived data is the same as preserved data. Note: This serial will be reviewed following publication of the BIC Concept of Use Paper. Additionally, any changes to the service level will need to be uplifted into Schedule 2b of the Agreement.
4	Provide information to the Customer or an authorised third party, in response to an authorised request made under	Within 20 Working Days of request.		100%	

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
	the terms of the Data Protection Act 1998 (DPA).				
5	Provide information in response to an authorised request for information made under the terms of either the Freedom of Information Act 2000 or the Environmental Information Regulation 2004.	Within 10 Working Days of request.		100%	Subject to agreement on the scope and baseline volumes. These are to be subject to review during the verification stage.
6	Provide a Response to all Written Enquiries that are not embraced within other defined Service Levels.	Within 10 Working Days of receipt of enquiry.	Where Resolution is not achievable within this time scale, updates on progress will be provided to originator every 10 Working Days.	100%	Note: This includes Treat as Official correspondence.

SERVICE DELIVERY – OTHER SERVICES - ANNEX L

This Annex sets out some of the Service Levels that underpin the requirements for the Services to be provided by the Supplier under this Agreement. Each serial is an extract from schedule 2B of the AFPAA Amendment Agreement (the contract). This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law. The Service Levels comprise the following:

- A serial number that numerically identifies each Service Level.
- A Key Service Description that outlines the basis of the Service Level.
- Success Factors that specify the measures that are required in order to achieve a successful outcome. These have two specific elements, a Performance Measure and an Operating Level. The Performance Measure specifies the operating frequency and any standards that may apply; in this respect where a Performance Measure refers to a number of Working Days; the first day includes the day of receipt of the request or documentation. The Operating Level specifies the degree, including any tolerances, by which a successful outcome of that Service will be measured. For example, pay for 99.9% of all service personnel is to be enabled both accurately and timely by the due date each month and within an agreed tolerance of a maximum of 2% error in net pay on any individual pay account.

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
1	Provide physical media output.	To meet Due Date.		98% in Calendar Month.	The Supplier will continue to provide outputs as currently agreed for the existing core services. These will be reviewed during verification stage to determine and agree continuing requirements.
2	Provide ID and Warrant Cards on request in accordance with agreed standards.	Produce and despatch ID and Warrant cards within 25 Working Days (routine) and 24 hours (emergency).		99.9% in Calendar Month.	Warrant Cards despatched via recorded delivery. Confirm eligibility, produce cards and despatch.
3	Provide ID Discs and Medical Warning Tags on request in accordance with agreed standards.				Confirm receipt of the Discs/Tags and process the invoices.
3a		Validate and dispatch applications to the nominated embosser within 7 working days of receipt of application (routine) and within 24 hours (emergency).		100%	KBS Design are contracted to provide discs within a 5 day turn around time

Ser No (a)	Key Service Description (b)	Success Factors		Notes (f)	
		Performance Measure (c)	Operating Level		
			Tolerance (d)		Measure (e)
3b		Dispatch ID Discs and Medical Warning Tags received from the authorised embosser to units within 7 working days of receipt (routine) and within 24 hours (emergency).		100%	<p>Performance Levels for dispatch are based on a regular delivery from the embosser of Discs and Tags. In the event of bulk deliveries from the embosser, despatch time scales may be revised. In certain circumstances the embosser may forward the Discs/Tags direct to the unit, in which case the unit will confirm receipt to the Supplier.</p> <p>Validate application, despatch to the embosser, receive and despatch to units, confirm receipt and process invoices.</p>

SERVICE DELIVERY – COMPLEMENTARY APPLICATIONS AND STANDALONE SYSTEMS THAT AFPAA CURRENTLY PLANS TO SUPPORT POST JPA - ANNEX M

This Register provides a comprehensive list of Complementary Applications, i.e. applications provided, maintained or hosted by AFPAA for use either within AFPAA or by AFPAA's Customers, and which will not be subsumed within the Oracle HRMS package. The Register comprises a list of the Complementary Applications and includes details of the title of the application and the date on which the full register entry was created, modified or deleted.

This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law.

COMPLEMENTARY APPLICATIONS

1.

Ser	System	System Name	System User	Medium/ Long Term	JPA Interface	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
1	OARS	Officers' Appraisal Reporting System.		Medium	Yes	No	Scheduled to be subsumed by JPA Appraisals at Release 3, however, facility is required for further 5 yrs. First year to allow inputs of remaining appraisals, last 4 yrs as an archive. Facility will require support until Mar 2012 as a non-core CASS.
2	SMPSS	Strategic Manpower Planning Support System.	RAF	Medium	No	Not at present.	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
3	FTS-RAF	File Tracking System.	RAF	Long	Yes	Not at present.	Application to be supported until closure of RAF Innsworth 2008.
4	FTS-Army	File Tracking System.	Army	Long	Yes	Not at present.	To be maintained in perpetuity, active database NOT subsumed by JPA. Will remain and be supported as a core CASS.
5	SSPT (Sqd Manning)	Separated service Planning tool (was RN Squad Manning system).	RN	Long	Yes	N/A	JPA will not subsume functionality. Core CASS that will remain and require support.
6	ID Card	Tri-Service ID Card system.	Tri-Service	Long	Yes – R3	N/A	EDS specific Core CASS used to support service delivery to AFPAA and requiring ongoing support.
7	CERT	Computerised Examination and Records in (Ground) Training.	RAF	Medium	Yes	Proposed future action.	Due to be subsumed by DRITM by 2009. Non-core CASS to be supported until replaced. Process Review to determine if CASS can be subsumed within JPA.

Ser	System	System Name	System User	Medium/ Long Term	JPA Interface	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
8	TAFMIS-R(H)	Training & Financial Management Information System.	RN & RAF	Medium	Yes	Yes.	Provides harmonised support to RN and RAF recruiting and selection establishments and recruiting offices. It is scheduled to be replaced by DRITM by Nov 2009 although work is ongoing to achieve this earlier by harmonising with the ARTD in the production of a joint recruiting system. This CASS is supported by EDS (Hook)
9	OPLOC	Operational Location.	RAF	Short - Further investigation required.	Yes	N/A	To be subsumed by JPA at Release 3 when application becomes redundant. Data to be transferred to DPR at release 3 and retained as an archive for 100 years to answer historical queries.
10	MODMO	MOD Medals Office	Tri-Service	Long	Yes		To be maintained in perpetuity, active database NOT subsumed by JPA. Will remain and be supported as an AFPAA core CASS.
11	CAPS	Compensation And Pensions System	Tri-Service	Long	Yes	Rationalised	CAPS is an oracle based COTS provided by Claybrook Computing Ltd through EDS under major change proposals 076 (development and support) and 075 (hardware and software). Will be maintained in perpetuity, active database NOT subsumed by JPA. Will remain and be supported as a core CASS

STANDALONE SYSTEMS SUPPORTING AFPAA/EDS BUSINESS

2. The following table details the standalone systems needed to support AFPAA/EDS business post JPA Oracle HRMS roll out.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
1	JCCC CCS	JCCC Casualty Cell System – RAF non-war graves & aircraft excavation requests	AFPAA	Yes			War graves data will be transferred to DPR as it is only used as a preserved archive to answer queries. Military aircraft evacuation and investigations data will be retained on active database as either slimmed down CCS or simple purpose built application. This element will remain as an AFPAA core CASS.
2	CREST	Change Request Situation Tracker System	AFPAA all sites	Yes	No	No	To be maintained in perpetuity, active database NOT subsumed by JPA. Will remain and be supported as an AFPAA core CASS.
3	DFP&P Maillog	Demandor Function Pay & Pensions Maillog	AFPAA EDS PPA(C) RN Pay Manager	Yes	No	No	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
4	FOI ADIH	Freedom of Information AFPAA definitive Information Holdings	AFPAA all sites	Yes	No	No	No further action.
5	TART	Freedom of Information (FOI) Tracking and Retrieval Tool	AFPAA all sites	Yes	No	Logging of information is a Tri-Service requirement, but user has no knowledge of the procedures used in Navy/Army.	Application required long term. AFPAA core CASS that will require support.
6	Mercury Test Director???	Web based requirements mgt application used by AFPAA JPA dev teams					EDS specific COTS application for delivery of contractual service.
7	Housing and relocation allowance system		AFPAA (Centurion) Relocation Team	Yes	Current database does not interface with legacy systems, but there is a revised programme being developed with PAS to transfer data electronically into JPA.	No	Function to be subsumed by JPA on RN roll out. Application to be used as reference tool for legal purposes post RN go live. EDS specific core CASS requiring support.
8	Information retrieval	Information Retrieval Logging System	EDS AFPAA(I)				Archive used to answer queries on historical RAF mainframe enquires. As RAF Mainframe is no longer in use, confirmation awaited that this CASS can be removed.
9	JPA Offline	Deployed JPA	AFPAA	Yes	Yes	Replaces deployed elements of PAS,AP3,UNICOM OOB and OMIS3	

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
10	PayBox		AFPAA(G)	Yes	No – other than interrelationships with FTS and FRS.		To be incorporated into File Tracking system (Army).
11	RN Debt Database		EDS PPA(Centurion)	Yes	No	Yes.	EDS specific core CASS. Awaiting confirmation that the CASS is no longer used and can be removed from the Register.
12	SYCLOPS		EDS AFPAA all sites				Core COTS CASS to EDS delivery support to AFPAA.
13	Timesheet system		EDS AFPAA all sites				Core CASS to EDS delivery support to AFPAA.
14	Training booking system		EDS AFPAA (Centurion)	Yes	No	No	EDS specific core CASS.
15	EDM(Documentum)	Electronic Document Management	PPA (Glasgow)				EDS specific Core CASS used to support service delivery to AFPAA and ongoing support required.
16	Vantive	Vantive - Help Desk Incident Management	PPPA (Centurion) and (Glasgow)	Yes	JPA staff have been discussing this package, but contact names are not known	Further investigation required.	Core COTS CASS to EDS delivery support to AFPAA.
17	Parliamentary Business Database AFPAA(CO)		AFPAA(CO)	Yes	No	Yes – similar databases in PTC STC and AMP Sec areas.	To be maintained in perpetuity, active database NOT subsumed by JPA. Will remain and be supported as an AFPAA core CASS.
18	AFPAA Civ Database & AFPAA Mil Database		AFPAA HR Staff	Yes	No	Future introduction of Position Management on Civilian HRMS might mean that this system will be defunct.	Required until database replaced by AFPAA Manpower Planning Database (CP 29533). Currently on hold (Nov 06) pending investigation into VA requirements.
19	JCCC Suite - (AFMD)	JCCC Suite – Armed Forces Memorial Database	JCCC AFPAA(CO)	Yes	No		To be maintained in perpetuity, active database NOT subsumed by JPA. Will remain and be supported as an AFPAA core CASS.
20	JCCC - Army by Country	JCCC Suite (AKA Army Cemeteries)	JCCC AFPAA(CO)	Yes	No		Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
21	JCCC - Boer War	JCCC Suite	JCCC AFPAA(CO)	Yes	No		Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
22	JCCC - Deceased Estates	JCCC Suite	JCCC AFPAA(CO)	Yes	No		To be used until Release 3 when Deceased Estates function will be subsumed by JPA. Application will require support until Release 3 when application will become redundant.
23	JCCC - DOMCOL	JCCC - Domiciled in the Colonies	JCCC AFPAA(CO)	Yes	No		To be used until Release 3 when DOMCOL function will be subsumed by JPA.
24	JCCC - PS4ACC	JCCC- Army Casualty Logging and Compassionate Database	JCCC AFPAA(CO)	Yes	No		All data will be transferred to DPR at Release 3 as it will only be used as a preserved archive to answer queries. Compassionate function will be used until subsumed by JPA at each single service roll out. Application will, therefore, require support until Release 3 when application will become redundant.
25	JPA Risk Register		Prog Management JPA	No	Yes		Active EDS specific core CASS will be used until completion of JPA programme.
26	Medal Engraving		JMO AFPAA(CO)	Yes	Yes		To be maintained in perpetuity, active interface NOT subsumed by JPA. Will remain and be supported.
27	MODMO Suite - Royal Marines Medals	Suite of MODMO - Army - Navy - Royal Marines	EDS AFPAA	Yes	Yes		Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
28	MODMO Suite - Royal Navy Medals	Suite of MODMO applications - Army - Navy - Royal Marines	EDS AFPAA	Yes	Yes		Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.

STANDALONE AFPAA SYSTEMS SUPPORTING CUSTOMER BUSINESS

3. The table below details the findings from the initial review of CASS used in support of Customer business.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
1	CMAU MIS	CMAU – Court Martial Administration Unit, RAF					Lists RAF personnel that have been the subject of Courts Martial Action. Application moved to Upavon in Sep 2006 but still supported by EDS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
2	DGMS medical legal documents register	Director General Medical Services legal documents register	DGMS(RAF)	Yes	No	Registry database is similar, but user wants to separate legal details from normal correspondence. Theoretically this could be joined and user would accept the merge.	Transfer support elsewhere or move to common AFPAA mail doc's registry system. Access to legal docs can be restricted to specific users. Application currently supported by EDS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
3	DGMS (RAF) Training Objectives Database	Director General Medical Services training objectives database	DGMS(RAF)	Yes	No	Training design development at HQ DMETA (Tri-Service) has a similar system. As all med training in the MoD use the same policy, theoretically both could be on the same platform.	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register. Should be part of DRITMIS

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
4	GKRS	Gurkha Kindred Roll System	AFPAA(G) Gurkha Pensions Section	Yes	No	Other database systems could provide the same functionality. It can only be replaced if the underlying business process is revised to fit new systems	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
5	GRD	Gurkha Records Database	AFPAA(G) Gurkha Pensions Section	Yes	No	Other database systems could provide the same functionality. It can only be replaced if the underlying business process is revised to fit new systems	Active database NOT subsumed by JPA. Will be subsumed by Far East and Nepal Admin System in Phase 2 of development. Will need to remain and be supported as a core CASS until subsumed by FENAS.
6	GVA	Gurkha Voluntary Allotments	See Ser 6 plus Pension sections in Nepal	Yes	No	Other database systems could not provide the same functionality. It can only be replaced if the underlying business process is revised to fit new systems	Not required after Release 3 as GVA is not an option open to Gurkhas after that date. They will use split pay capabilities on JPA to pay monies to different banks.
7	HKMSC	Hong Kong Military Service Corps Pension Payment System	See Ser 6 plus British High Commission, Singapore	Yes	No	No	Active database NOT subsumed by JPA. Will be subsumed by Far East and Nepal Admin System in Phase 2 of development. Will need to remain and be supported as a core CASS until subsumed by FENAS.
8	HKSRA	Hong Kong and Singapore Royal Artillery Pension	See Ser 6 plus Indian and Pakistani Controller of Pensions	Yes	No	No	Used until last pensioner dies. To be maintained for foreseeable future, active database NOT subsumed by JPA. Will remain and be supported as a core CASS.
9	HQ Music Services (RAF)	HQ Music Services - Bands Administration	Dir Music RAF	Yes			System at Uxbridge and admin will transfer but EDS still continue to support. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
10	HR Training Database (MOD Civilians within PTC)	Human Resources Training Database		Yes	No		Application currently supported by EDS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
11	JSAAC	Joint Service Accommodation Admin Centre					EDS specific Core CASS used to support service delivery to AFPAA and ongoing support required.
12	DLS(RAF)	Directorate of Legal Services (RAF)	DLS(RAF)	Yes	No	No	Application currently supported by EDS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
13	LSAP	Long Service Advance of Pay					EDS specific application for delivery of contractual service and ongoing support will be required.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
14	SPS	Malaysian & Singapore Pensions Scheme	See Ser 6	Yes	No	No	Active database NOT subsumed by JPA but will be subsumed by Far East and Nepal Admin System in Phase 2 of development. Will need to remain and be supported as a core CASS until subsumed by FENAS.
15	MPA Business Log	Marketing Partnering Arrangement Business Log	RAF	Yes			Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
16	MPS	Maltese & Gibraltar Pension System	AFPAA(G) Pensions	Yes	No	New SpenS System may include LEPs and Maltese Pensioners in requirement, but cost may preclude.	Used until last pensioner dies. To be maintained for foreseeable future, active database NOT subsumed by JPA. Will remain and be supported as a core CASS.
17	Medico-legal database		RAF Med Legal	Yes	No	The system was first purchased by the Army and subsequently by Navy and RAF.	Application moved to CHQ High Wycombe in Nov 2006. EDS still support the application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
18	Navsec database	Naval Secretary's Database	Naval Secretary	Yes	If data for a particular officer is not available on the database it is keyed in from data currently held on NMMIS and Pay – no electronic link	No	Awaiting confirmation that this CASS is no longer used and can be removed from the Register.
19	ORMIS 2	Officers Recruitment MIS	Army Regular Commissions Board, Westbury	Yes	No	It is assumed that the Navy and RAF have systems that perform a similar function in general. However, it is more than likely that the precise nature of the assessment, and therefore underlying business process varies.	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register. Should be part of DRITMIS
20	Parliamentary Enquiries (Parliamentary Business System Amp Sec / Cmd Sec)		Command Secretary, PTC	Yes	No	HQ STC and AMPSec both administer Parliamentary questions and have similar databases (although user had not seen them). AMPSec database is being written by MAST, copied from this users model.	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
21	PMA Casework						Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
22	PMA Medical		RAF PMA	Yes	No	There is some duplication of work in respect of tracking medical dossiers. PACMIS already have a system that tracks dossiers.	Scheduled to move with PMA in 2008. EDS support required until at least 2008. Users may request enhancement to add functionality lost withdrawal of OCMIS/PACMIS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
23	PTC Performance Management (CPM(POL) Recruiting)		Command Secretary, PTC	Yes	No	No	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
24	RAF Benevolent Fund (Gift Aid)						Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
25	RAF Boxing Association						Database has been exported to CD for transfer to Wyton. EDS continue to support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
26	RAF Central Fund System		Command Secretary, PTC	Yes	No	No	Application moved to CHQ High Wycombe in Nov 2006. EDS still support the application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
27	RAF Presentation Team System		HQ PTC				Already moved to HQSTC. EDS are still supporting. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
28	RAF Registry Systems	RAF Registry Database	Various	Yes	No	RAF sports board database is reportedly similar.	Number of instances throughout Innsworth. AMPSEC registry moved in Aug 2006. FOI, CINC and DCINC registry applications moved in Sep 2006. EDS support required until closure of Innsworth. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
29	SAMA Mess Bills		Command Secretary, PTC	Yes	No	Potential scope for rationalisation to provide a significant improvement and allowing economies on future maintenance.	Function not part of core AFPAA business but developed on the back of SAMA, SPA and BACSTEL-IP at nil cost to public purse. Provision of such functionality by units too costly for Service Funds. Process Review required to determine whether AFPAA should continue to support this historic service.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
30	a. SAR System	Subject Access Request Database	RAF PMA	Yes	Currently prints are taken from PSCS/PACMIS	DPA is a Tri-Service requirement. Army use Excel spreadsheet and having seen this database have asked for something similar.	EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
32	b. SARSup Database			Yes	Currently prints are taken from PSCS/PACMIS		EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
33	Stationery store and publications system		RAF PTC	Yes	No	No	Required until closure of RAF Innsworth then redundant. EDS support required until 2008.
34	Stationery Stock Control Database	Redevelopment of the current standalone stationery stock control database into a multi-user application	HQ PTC	Yes	Yes		Required until closure of RAF Innsworth then redundant. EDS support required until 2008.
35	TGDA flight safety		TGDA	Yes	No	No	EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
36	TGDA university short courses		TGDA	Yes	No	All courses are Tri-Service with the RAF receiving 50% of all allocations. Army/Navy administer their own allocations, but user has no knowledge of what system is used.	EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS. Should be part of DRITMIS
37	Unit Finder (Unable to locate this application in new CASS Register)		EDS (Centurion)	Yes	Interface required both as a look up and as a refresh/maintenance programme.	No	Facility provided by JPA on demise of NMMIS.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
38	Warm weather clothing system		PTC UC(PSM)2	Yes	Interface with PSCS as Officers exits are notified to section by OXIT print. Section also receives commissioning list from PMA 8 to notify new officers. Section authorise a manual input X04 (RAF Form 6659) for re-ranking and climatic clothing payments. When this input is processed a print OPG018 is produced from PSCS.	No	Need to confirm JPA can provide lists of commissioned and exited officers and method of accepting notification of entitlement to WWC. Due to move with PMA in 2008. EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
39	WESSEX database		Policing & Personnel Security (RAF)	Yes	Current interface with CHOTs, PACMIS, CRAMS and PPSL to check and collate accurate information.	No	Further investigation – may be candidate for rationalisation with other police systems post-JPA. EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
40	Wills		EDS PPPA (Centurion)	Yes	No	Possibility of harmonisation with Army in JPAC	Possibility of harmonisation with other Services in JPAC. Core CASS to EDS delivery support to AFPAA.
41	PHCIS (EMIS)			Yes			To be subsumed by Defence Medical IT System at a later date. Application supplied by third party supplier. EDS not responsible for application support, only provision of infrastructure and access (RAF = SAMA Infrastructure). PHCIS being replaced by this has not been added to the table from the new CASS Register yet. Only infrastructure/access support required for this non-core CASS.
42	DAS			Yes			To be subsumed by Defence Medical IT System at a later date. Non-core application is due to be replaced by DMICP during 2007-08. Application sourced from third party supplier. EDS only responsible for providing on SAMA infrastructure and access.
43	SAMA Property Management System			Yes			Non-core COTS application due to be replaced during 2006 by Regional Prime Contract IMS. Needs to be retained for foreseeable future until outstanding works services have been cleared under old system. EDS not responsible for application maintenance, only SAMA infrastructure and access. Only limited support required for this non-core CASS.

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
44	TGDA IDT Courses Database		TGDA	Yes	Current interface with CHOTs	Similar system utilised by Marketing Partnership Arrangement Business Log System. (Ser 19)	EDS still support this application. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS. Should be part of DRITMIS
45	CinC Visits Database		PTC AMP Sec Dept	Yes	No	No	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
46	Enquiries		AMP Sec PMA HQ PTC	Yes	No	No	Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
47	F2020 Admin Database	Monitors the receipt and tracking of Officers Appraisals	SPSO HQ PTC	Further investigation -on required.	Further investigation required.	Further investigation required.	Subsumed by JPA Not subsumed until Release 3 + 18 mths Application currently supported by EDS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
48	FIT System	Freedom of Information Tracker	Cmd Sec HQ PTC	Yes	No		Confirmation to be obtained from User that CASS no longer required. CP then to be raised to formally close CASS and remove from the Register.
49	MFS/	Manpower Forecasting Tool	HQ PTC,HQ STC	Yes	Yes	No	CFS not used, however, MFS will continue to be used as it will not be subsumed by JPA. MFS Global exercise moved to CHQ High Wycombe in Jun 2006. PTC & Non-TAF TLBs exercises remain at Innsworth. STC & DLO exercises remain at High Wycombe & Wyton respectively. Non-core CASS supported by EDS. Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
50	OJAR AR Loader (This application is not in the new CASS Register)	Facility to load electronic Officer Appraisal Reports from OJAR Report Writer into OARS	All OJAR Users	Yes	Yes		Scheduled to be subsumed by JPA Appraisals at Release 3, however, facility is required for further 12 months to allow completion of remaining appraisals. Facility will require support until Mar 2008 as a non-core CASS.
51	OJAR Image Capture (Appraisal Images / Tri-Service Appraisal Repository (TSAR))	Tailored COTS image capture system used to scan Officers Appraisal Reports into an image file server	Image captures for staff at Innsworth, Victory Building, Portsmouth and APC Glasgow.	Yes			Scheduled to be subsumed by JPA Appraisals at Release 3, however, facility is required for further 5 yrs. First year to allow inputs of remaining appraisals, last 4 yrs as an archive. Facility will require support until Mar 2012 as a core CASS.
52	OJAR Promotion Selection Board (This application is not in the new CASS Register)	Facilitates Officers promotion boards by allowing access to OJAR data and images	Prom Board Members	Yes			<i>See serials 53 & 54.</i>

Ser	System	System Name	System Owner	Still Needed	JPA Dependent	Scope For Rationalisation	Comments
(a)	(b)	(c)		(d)	(e)	(f)	(g)
53	PTC Audit (AKA CG&AA) Database)		Cmd Sec, HQ PTC	Yes	No		Meeting arranged with Peter Saddington PTC (95471 6076) 18/01/07 to discuss future of this CASS.
54	SPA	Station Public Accounts					JPA subsumed majority of allowances function, but remaining functions will not be subsumed. To be maintained for foreseeable future, core CASS will require support.

SERVICE DELIVERY – INTERFACES - ANNEX N

(Source document – Product JPA/0020(DA10) - JPA Scope Document V3.2 dated 24 March 2005 update by JPA 5 Sep 05)

There are various types of interface envisaged, from fully automatic electronic interfaces through to simply giving access to Oracle HRMS and allowing the users to use the system as required. User interfaces include all removable storage media, paper outputs, workflow, email, cutting and pasting information from one application to another, non-electronic methods (fax, telephone, letter), and users reading from a screen. Electronic interfaces include all electronic transfers between applications, JPA systems and systems outside the JPA boundary whether instigated automatically or in response to a demand from a user. The table below distinguishes between those systems that will have an entirely automatic electronic interface and those whose interface will require some sort of user action to extract information from Oracle HRMS and feed it into their own system in some way.

This Annex is not intended to be a legal document. In the event of a dispute between the two parties, it will not be adjudicated in a Court of Law.

Ser (a)	System (b)	Service (c)	Type of Interface		Direction of data flow		Comments (h)
			Electronic (d)	User ¹ (e)	In (f)	Out (g)	
1	CAPS – Compensation and Pension System	Tri-Service	√		√	√	New pension and compensation system to replace all existing systems.
2	CERT - Computerised Examinations and Records in (Ground) Training	RAF	√		√	√	Used at the 3 main RAF Ground Training Schools. Holds records on students, staff, training courses, examination questions and examination results. Originally envisaged as an electronic interface, this has been moved to a user interface at the request of TGDA.
3	DRITMIS ² – previously known as Defence TMIS – Defence Training Management Information System ²	Tri- Service		√	√	√	To be used at the 6 Defence Training Establishments and probably across remainder of individual training within NRTA, ATRA and TGDA. Not yet known whether this will be a single system or federation of systems - possibly to be based on the Army's TAFMIS-T system. In the event that the DTEs are not supported through an existing interface (i.e. TAFMIS-T), an agreement has been reached, as part of the JPA Interfaces Trade Off Exercise, that TMIS will be initially supported

¹ User interfaces include all non-automatic interfaces such as report extracts on removable computer media or between applications on the same terminal, workflow, or email as well as non-electronic means such as users reading from a screen, paper, FAX, or telephone call.

² Has been identified as a Future Interface, therefore will not be implemented during the initial rollout of JPA.

Ser (a)	System (b)	Service (c)	Type of Interface		Direction of data flow		Comments (h)
			Electronic (d)	User ¹ (e)	In (f)	Out (g)	
							through a user interface, with the provision for an electronic interface being moved into Tranche 2.
4	DELDMC ³	Tri- Service		√	√	√	A defence-wide e-learning delivery and management capability. An agreement has been reached, as part of the JPA Interfaces Trade Off Exercise, that DELDMC will be initially supported through a user interface, with the provision for an electronic interface being moved into Tranche 2.
5	DFMS – Defence Financial Management System	Tri- Service	√			√	Provides all the systems and processes required for effective financial management of the Department’s operations. Likely to be succeeded by DRMS – the Defence Resource Management System.
6	DFMS – SDS - Standing Data System	Tri- Service	√		√		Maintains the title and address of each Budget UIN, for use by other Applications, and links UINs to Budget codes, to determine the Budget structure.
7	Enterprise Directory	Tri- Service	√		√	√	Enterprise Directory will become the single Directory for Defence, using authoritative data from various sources. Military personnel data will come from JPA.
8	FORGE – Force Generation	Army	√		√	√	Previously known as TAMIS 2, subsuming TAMIS 2000, CRESTA (CREdit System for the TA), and ARCADE, plus an MIS. Includes details of TA modular training and readiness states. Also known as SAMMIS. Now known as LEWIS.
9	ID Card System ⁴	Tri- Service	√			√	Standalone system used for processing requests for ID Cards (RN, Army, RAF and MOD AFD Civilians), Medical Tags (RN, Army and RAF) and Discs (RN and Army). The system holds copy of personnel data for all three services updated periodically from current mainframe systems. The personnel data is used to validate request for ID Cards, Medical Tags and Discs. There is a requirement for wider access to the system data (i.e. photographs and production status information) from the service security branches.

³ Has been identified as a Future Interface, therefore will not be implemented during the initial rollout of JPA.

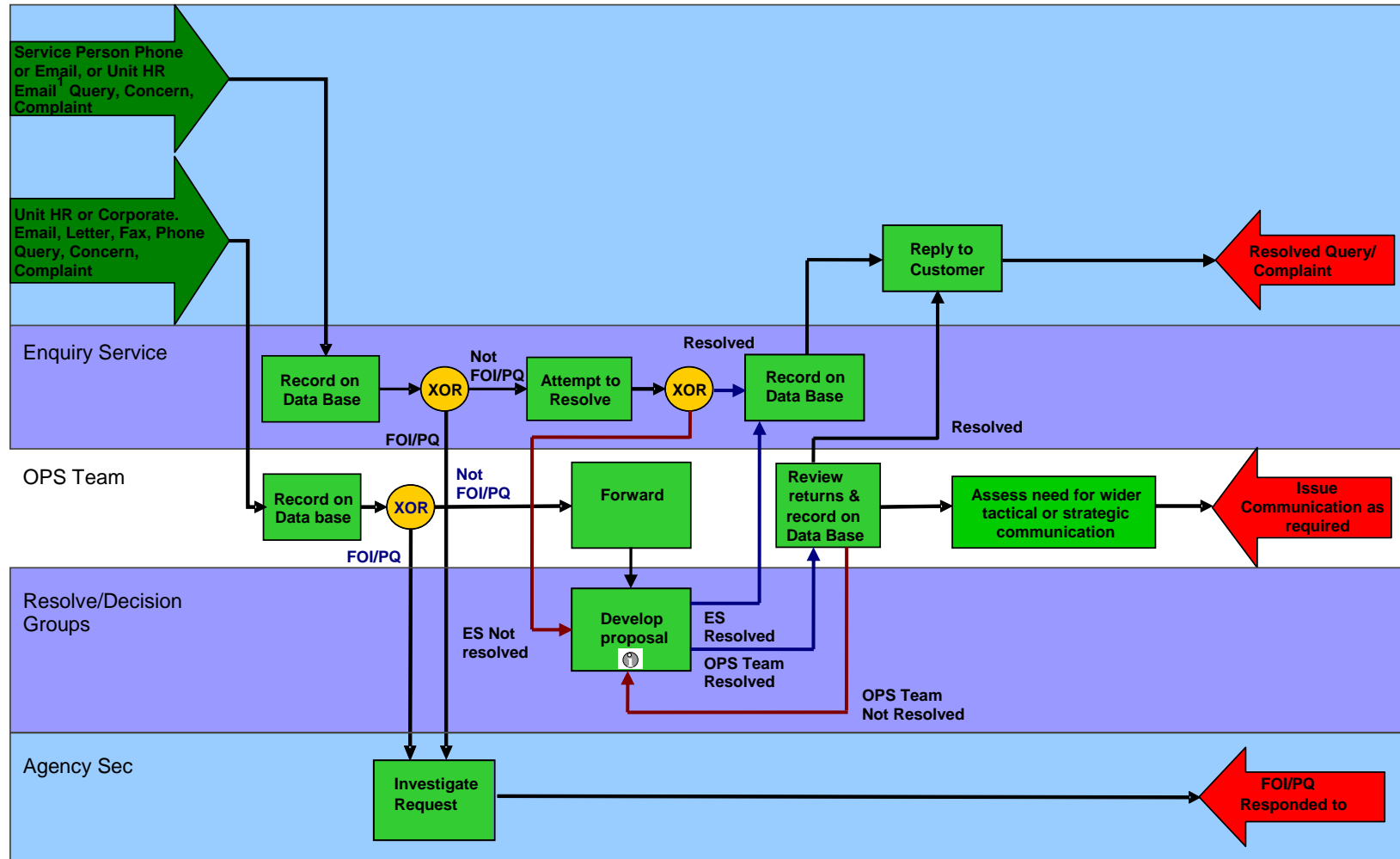
⁴ Currently the solution is still tbc.

Ser (a)	System (b)	Service (c)	Type of Interface		Direction of data flow		Comments (h)
			Electronic (d)	User ¹ (e)	In (f)	Out (g)	
10	JCS Logs - Joint Command System Logistics	Tri Service		√ ⁵		√	PJHQ Joint Command System (Logistics) “owned” by J4, the personnel-tracking module of which is currently provided by Souls on Board, AP3 and OMIS3. Currently being developed to enable IOC for the JLP.
11	JPA Deployed Off-line Solution	Tri-Service	√	√	√	√	This will consist of limited JPA functionality for use when communications are not available.
12	OPLOC	Tri-Service	√			√	This interface, in recognition of continuing action concerning the Army’s requirements for the tracking of operational locations, is designed to cover the JPA implementation for the RAF and RN.
13	Payments and Deductions (BACS-Giro-PM-Bsoc; IR, Benefits, CSA etc)	Tri- Service	√		√	√	Will also require monthly, quarterly and yearly reports to support payment advice and statistics to 3rd parties.
14	REDCAP	Army	√		√	√	REDCAP is an application designed by the RMP to track and support their investigative work. It is also used by the RN and agreement has been reached with the RAF that the RAFP will also use REDCAP in place of their current PASS/PLODMIS systems, which were due for redevelopment. The original assessment was that REDCAP would become a user interface with JPA, but the JPA discipline process design proposes an electronic interface, and PM(A) is keen that this aspiration should be realised, as the new JPA processes will be difficult to implement with a “user” interface.
15	RN Squad Manning	RN	√			√	Complimentary application, being produced as a partial successor to PAS.
16	SLIM - System for Liability Information Management	Army	√		√	√	This boundary is under investigation..
17	TAFMIS-R - Training and Financial Management Information System –		√		√	√	The Army’s Recruiting system. The intention is that TA data will be imported into TAFMIS-R(H) and then passed to JPA.

⁵ May become electronic using the OPLOC solution (or OPLOC +).

Ser (a)	System (b)	Service (c)	Type of Interface		Direction of data flow		Comments (h)
			Electronic (d)	User ¹ (e)	In (f)	Out (g)	
	Recruiting						
18	TAFMIS-R(H) – Training and Financial Management Information System – Recruiting (Harmonised)	Tri- Service	√		√	√	With the advent of TAFMIS-R(H), it is assumed that all other recruiting systems (ROMIS, DORMIS, RSS(RN), Recruits Admin, and TA recruiting) will be subsumed. The intention is to try to merge TAFMIS-R and TAFMIS-R(H) into one application in 2007 and only one interface will be required.
19	TAFMIS-T – Training and Financial Management Information System – Training	Army/RM	√		√	√	Future is dependent on Defence TMIS solution. The probability is that the TAFMIS-T interface will need to be maintained to support ATRA training, and to act as the generic interface for all non-Defence TMIS Training systems unless the use of TAFMIS as a Tri-Service solution can be agreed.
20	UNICOM – UNIt COMputing system	Army	√		√	√	Used at all Army units. The software is largely integrated and covers all the Unit’s computing requirements (G1, G3 and G4). JPA will subsume all of the G1 functionality and some of the G3 functionality. There will continue to be a requirement for the imprest accounting software.
21	FTS - File Tracking System	Army/RAF	√			√	Used to track hardcopy P files.

AFPAA COMPLAINTS PROCESS – ANNEX O



COMPLAINTS

Version 3.0 dated 23 Mar 07

¹ At present Unit HR staff are unable to 'Phone' on behalf of another individual.

ACCEPTABLE USE POLICY - REFERENCES

<i>Ref</i>	<i>Reference Title</i>	<i>Link/location</i>
A	EDS Communications Policy April 2001	Via EDS LANS Infocentre, or via local Support Office
B	EDS Code of Business Conduct	Via EDS LANS Infocentre, or via local Support Office
C	EDS Use of Corporate Assets Policy	Via EDS LANS Infocentre, or via local Support Office
D	EDS UK Equal Employment Opportunity Policy	Via EDS LANS Infocentre, or via local Support Office
E	JSP 740 Version 1.0 dated October 2006	http://defenceintranet.diiweb.r.mil.uk/NR/rdonlyres/5F68E032-5EAC-4529-8607-F9AD36A5BAE9/0/JSP740AUPVersionOne20061006.pdf
F	DCI Gen 156/00	http://www.defence.mod.uk/dci2000/gen2000/gn156_00.pdf
G	DCI Gen 272/00	http://www.defence.mod.uk/dci2000/gen2000/gn264276.pdf
H	The Data Protection Act 1998	www.hmso.gov.uk/acts/acts1998/19980029.htm
I	Human Rights Act 1998	www.hmso.gov.uk/acts/acts1998/19980042.htm
J	Regulation of Investigatory Powers Act 2000	www.hmso.gov.uk/acts/acts2000/20000023.htm or http://www.opsi.gov.uk/acts/acts2000/20000023.htm
K	Lawful Business Practice Regulations 2000	www.hmso.gov.uk/si/si2000/20002699.htm
L	Cabinet Office Electronic Communications At Work July 2001	www.e-envoy.gov.uk
M	Information Commission Code of Practice Part 3	www.dataprotection.gov.uk/dpr/dpdoc.nsf
N	Computer Misuse Act 1990	www.hmso.gov.uk/acts/acts1990/Ukpga_1990018_en_1.htm
O	Electronic Communications Act	www.hmso.gov.uk/acts/acts2000/20000007.htm
P	HQ PTC Guidelines	http://www.innsworth.raf.r.mil.uk/live/InnsIT/Mail%20Policy/RAFMail%20Policy.htm

AFPAA ACCEPTABLE USE POLICY

Introduction

1. This document is the joint EDS and MOD Acceptable Use Policy (AUP) for use of EDS and MOD communications systems. This AUP is formulated from, and should be read in conjunction with, References A-D (for EDS staff), and E-G (for MOD staff), and gives specific policy for all users of AFPAA provided communications systems, whether MOD customers, MOD AFPAA staffs, EDS staffs or other contractors. This policy is made in accordance with legislation, regulations and guidance given within References H-O. The References page gives links/locations where source documents can be read. The term AFPAA used in this document reflects EDS-only, Authority-only, or joint EDS/Authority as appropriate to system, procedure or transmission. Where reference is made to "appropriate security staff" this will normally mean the site EDS AFPAA or AFPAA MOD security staff. Access to these staff can be direct for AFPAA staff, or via the EDS Help Desk for external customer users. This AUP is also applicable to all laptops, palmtops, electronic diaries and other communications equipment brought into the workplace, and to any officially supplied Home Working machines.

Business Reasons for Policy

2. AFPAA is committed to providing a working environment that encourages the efficient and effective use of electronic communication systems including but not limited to, electronic mail (e-mail), facsimile, telephone (including mobile telephones and video conferencing equipment) and the Internet. These are seen as essential tools to support AFPAA and its customers' business objectives. It is the responsibility of every user to ensure that this technology is used in an appropriate and professional manner at all times.

Policy

3. When new users first access an AFPAA system, and annually thereafter, they are presented with a dialogue box that requires them to agree to this policy before progressing further. The policy is:

a. Electronic communication systems and networks provided by AFPAA should be used primarily for business purposes although limited and reasonable personal use* is permitted provided they are not used in a manner that would:

- (1) bring liability to AFPAA or its customers,
- (2) result in the loss of credibility of AFPAA or its customers,
- (3) damage the reputation of AFPAA or its customers,
- (4) interfere with an employee's work responsibilities or those of others.

** Whilst users' local line management may wish to agree stricter definitions with their staff, in line with local policy, AFPAA personnel are to understand that authorised limited personal use of AFPAA systems and related assets is to be entirely compliant with this AUP and associated SyOPs, and includes: occasional e-mails to home, friends, school,*

doctor etc; accessing travel information, forms or information on the Intranet or Internet, etc. However, use of AFPAA systems and related assets to “surf the net” for excessive periods is not permitted. Such activity should be restricted to allocated break periods, such as lunch breaks. The personal use of AFPAA assets (including creating, storing, sending or importing personal information) shall be carried out at a user’s own risk and be incidental to the employee’s workday, not occur during chargeable work time, be of reasonable duration and frequency, and not interfere with or adversely affect the employee’s or any other person’s job performance or other organisational requirements. Occasional personal telephone calls (including use of facsimile machines and voice mail) are permitted when using AFPAA’s communication network, provided that such use is compliant with the usage rules contained within this policy and involves only a minimal cost to the MOD. The employee may be held responsible for any charges generated beyond a minimal amount if incurred when using AFPAA’s communications network. NB. AFPAA/MOD accepts no liability for any loss or detriment suffered by a user through personal use of its IT and telecommunications facilities, and does not provide a secure transaction system for any information passed or purchase made for personal use.

b. Misuse of electronic communication systems and networks provided by AFPAA is strictly prohibited. This includes, but is not limited to:

- (1) accessing, downloading, uploading, copying, scanning, producing, sending, storing, retrieving, displaying or using as desktop ‘wallpaper’ any material that is illegal, pornographic, sexually oriented, obscene, disrespectful (for example, insulting), threatening, disruptive, defamatory, libellous, discriminatory or has the potential to bring AFPAA, its clients, business partners, customers or stakeholders into disrepute, or which causes distress, or constitutes any form of harassment or discrimination including, but not limited to, gender, race, religion or disability. It is recognised that inadvertent access to this type of material, particularly during Internet sessions, is possible. Where this occurs, users should close down such pages, and inform AFPAA security staff immediately. AFPAA staff should do this directly, customers should contact via the EDS Help Desk/JPAC.
- (2) accessing, downloading, uploading, producing, copying, sending, storing or retrieving any unauthorised executable software (for example, Internet sourced programs, non-business related humorous type executables in emails, etc). Inadvertent receipt of any such material, spam email etc should be dealt with in the manner described at Paragraph 3b(1) above.
- (3) attempting to disable or compromise the security or integrity of communication systems or networks provided by AFPAA, or the information contained therein, or those of any other person including AFPAA clients, business partners, customers or stakeholders. This includes, but is not limited to, attempts to access, amend, damage, delete or disseminate another user’s files, emails, communications or data without the appropriate authority. Also prohibited are attempts to gain unauthorised access to MOD IT and Telecoms or content for which you do not have permission, or to compromise MOD IT and Telecoms, prevent legitimate access to them, damage them or seek to cause degradation of performance or a denial of service.

(4) trading, or promoting any other business or personal or political interest other than that which has been authorised by AFPAA. This includes, but is not limited to, undertaking any form of gaming, lottery or betting, share dealing, offering items for sale, or placing bids on, commercial auction sites (e.g. eBay), or participation in Chain schemes (such as pyramid selling).

(5) using electronic communication systems or networks provided by AFPAA for inappropriate or unauthorised personal use, e.g. gambling, sending junk or chain mail, bulk mailing (this includes inappropriate personal use of “global” distribution lists and zz emails – users should seek authorisation for this type of mail from the System Administrator or other authorised person in the first instance, especially if such mails are graphic rich), interfering with any user, host or network (this includes mailbombing, flooding, deliberate attempts to overload a system and broadcast attacks).

(6) using electronic communications systems in such a manner as to contravene System Security Policies and Security Operating Procedures.

(7) the use of another person’s account, password, or identity (e.g. forging/spoofing of email; password abuse).

(8) unauthorised personal encryption of files and emails. (For password protected files see par 3i.)

c. Users must ensure their individual security arrangements relating to electronic communication systems and networks provided by AFPAA, e.g.: passwords or other password protection, remain “in-confidence”. Users must not disclose details of individual security arrangements (unless required as part of an investigation - see para 3e), provide access to an unauthorised user or access electronic communication systems or networks other than those for which they have authority.

d. All transmissions/data using or used on AFPAA electronic communication systems and networks remain the property of MoD and not the property of the individual, regardless of any privacy designation by either the sender or recipient. Where removal (i.e. excision for re-use elsewhere rather than deletion) of “personal” data from the system is envisaged by an individual, such removal is permitted where the subject matter is entirely non-work related (e.g. a letter to a bank or social club). Data that relates in any way to EDS, Authority, MoD organisations or business, or work-related issues and/or conditions of employment must not be removed from any host system without prior approval from the appropriate security and management staff, notwithstanding the right of access via a Subject Access Request under the terms of Reference H.

e. Users should seek to avoid inadvertent opening of personal emails by marking these types of transmissions “Personal” in the subject line. AFPAA reserves the right to monitor and intercept any transmission where it believes there are reasonable grounds for such action (e.g. the transmission falls within the prohibited activity as detailed above), and in accordance with legislation (References J and K refer). AFPAA may be required to access and disclose transmissions or data sent over its electronic communication systems and networks and, in such circumstances, details of individual security arrangements (for example, password protection and encryption) must be provided to appropriately

authorised AFPAA staff on request. Further details on monitoring and records held are in the section headed “Monitoring” below.

f. Unless necessary as part of their work responsibilities, users must not send messages that contain information, either within the text or as part of an attachment, that may be considered to be in-confidence, sensitive or may have contractual or other legal implications for AFPAA, its clients, business partners, customers or stakeholders. It should be noted that e-mails are not legally binding unless they comply with the Electronic Communications Act 2000 (Reference O) and all formal business should be confirmed by letter. All email leaving the AFPAA boundary will be sent using a disclaimer, the wording of which is at Annex A. Normally this disclaimer is automatically inserted into emails. However, the disclaimer can also be used for internal mails where users believe it may be required, e.g. for commercial reasons.

g. For material that warrants a HMG or EDS Protective Marking (NB AFPAA systems are only authorised to process material up to and including RESTRICTED), the appropriate Protective Marking should appear in the subject line of the email, as bold text in the first and last line of the email, and in the header and footer of any attachment. NB HMG Protectively Marked material is not to be stored or transmitted on EDS specific systems such as EDS LANS, or standalone Internet or standalone networked Internet systems. Where desktop access to the Internet via the Internet Gateway Service is enabled users are to ensure that no HMG/MOD official information is passed to the public domain unless properly authorised. It is also important that proper release procedures are followed for any official information that is not already in the public domain – advice can be sought from the appropriate site Security staff.

h. Messages sent to recipients outside of AFPAA electronic communication systems and networks, for example, through the RLI or Internet, may not be secure and therefore should not be treated as in-confidence. Information of an in-confidence, sensitive or otherwise proprietary nature should not be posted to any website, for example, on the Internet or Intranet, without prior authorisation. Care should be taken to limit the extent to which official email addresses are disclosed to outside organisations as email addresses are commonly sold on to others, which may generate unsolicited (SPAM) mail. Under no circumstances should Protectively Marked material or any other material of a business, personal or sensitive nature be sent to or from Hotmail, Yahoo and other Webmail type accounts. Users should also satisfy themselves that mail received from these types of accounts is from a legitimate source before reading or responding.

i. Routine use of “password protection” on files (e.g. MS Office) is not permitted¹. Where a need is identified to restrict access to a file which is to be sent or transmitted over AFPAA communication networks this should be discussed with AFPAA security staff in the first instance.

j. Users must not, without prior authorisation, send any electronic communications that imply that any views or opinions expressed by the individual are those of AFPAA or its customers. Please see above for use of disclaimer policy.

¹ Please note that it is not possible to salvage Office documents should the password used to protect them be lost.

- k. When handling or storing data from which a person can be identified, all users must adhere to the EDS Global Data Protection Policy (EDS Staff) and current Data Protection legislation at Reference G (EDS/MOD staff, Agency and Contractors).
- l. Information, data files, software or media reproduced or distributed from the Internet or other networks may infringe copyright legislation and/or licensing agreements, and therefore should be undertaken only with the express permission of the author, licence holder or copyright holder.
- m. Users may not establish Internet or other network connections that could allow unauthorised individuals to gain access to AFPAA electronic communication system or networks.
- n. Users are required to take all reasonable steps to ensure that computer viruses or any other malware do not infect AFPAA communication systems or networks. All files downloaded or emailed from sources outside of AFPAA communication systems and networks must be screened for potential computer viruses. Should a virus be identified, the EDS Help desk/JPAC and appropriate Security staff are to be notified immediately.
- o. Users may not establish Internet or other network connections that could allow certain “risk” mobile code (e.g. Active X) to be brought onto AFPAA systems. Where connections are identified as required for business purposes, these must be discussed with appropriate security and network staff in the first instance.
- p. Subscriptions through the Internet, for example to magazines or newsgroups, are permitted where the subscription is for a business or work-related purpose only. For all other subscriptions, prior authorisation must be obtained from your Line Management, and approved by the appropriate Security staff. The use of IGS e-mail addresses to subscribe to non-business related websites, services or newsletters etc is not permitted unless specifically authorised by AFPAA security staff. If not authorised, such material is liable to be treated as unsolicited spam by the Content Inspection software.
- q. Emails and associated attachments should not normally exceed 8Mb, unless a business case for higher values has been prepared and authorised by the System Administrators, in conjunction with appropriate senior management. Using patterned email ‘stationery’, animated fonts, logos, crests and other images all greatly increase email size. Be aware that large emails can take anything up to 10 hours to be delivered by RAF Mail, EMS or Navymail; where possible, send a hyperlink to a shared area in preference to a document attachment.
- r. The downloading, transmission or storage of video/audio files where such activity is clearly intended for personal use is prohibited. The use of authorised business related video/audio files is permitted on AFPAA systems.
- s. The use of scanned signatures in e-mail (and any attachments) is prohibited as they can be cut and pasted into other documents.
- t. The facility to use USB media devices in AFPAA systems will be provided as a managed service. Use of personally owned and/or unauthorised USB media devices is not permitted on AFPAA systems. Additionally, the use of personally owned and/or

unauthorised flashcards, or similar, associated with camera equipment, is not permitted on AFPAA systems. Advice can be sought from AFPAA security staffs where required.

u. Employees who use AFPAA assets are responsible for any and all liability that may arise from such use to include any violation of law, regulation or policy during such use.

Monitoring

4. AFPAA reserves the right to monitor and intercept any transmission where it believes there are reasonable grounds for such action, and in accordance with legislation (References J and K). As a general principle, monitoring by AFPAA will be conducted in the least intrusive manner, and all records will be subject to DPA regulations. The primary mechanism for monitoring will be in the form of automated tools where checks will be made for inappropriate or unauthorised content. This includes, but is not limited to, malicious software, unauthorised executable software, and inappropriate content as described under misuse above. Limited random, and manual, monitoring of transmission records may occur when automated tools are not available. Monitoring has the following purposes:

- a. to establish compliance with MOD and AFPAA policies on electronic working;
- b. to investigate any suspected or actual breaches of MOD or AFPAA policy;
- c. to investigate security procedures and system performance;
- d. to gather evidence for investigative or disciplinary purposes;
- e. to facilitate other legal and security purposes.

5. Monitoring of specified transmissions will only occur where specific complaints have been received, or there are grounds to support the likelihood of misuse.

6. Monitoring of Internet connections will occur and be restricted to alerts raised by associated automated tools, and logs indicating time spent connected to the Internet. These logs, where in use, will be held for a period of 12 months, and then destroyed. There will be no requirement for formal log recording of web sites visited.

7. In all circumstances, monitoring will only be conducted by the appropriate security staff or, in extremis, system administrator. Monitoring will normally be limited initially to traffic analysis only, and specific content (including transmissions marked “personal”) will only be checked in exceptional circumstances where absolutely necessary. Any separate records made of transmissions under scrutiny will be subject to DPA conditions, held securely, and destroyed following completion of any enquiries.

8. Where an inquiry takes place, copies of all transmissions involved will be made available to the person(s) associated with the inquiry.

9. There is no current time limit imposed on the retention of emails within AFPAA systems, and deletion of emails is a user responsibility governed by business community Electronic Working Practices. Therefore, email records are continuous unless user deleted. However, as email accounts are not susceptible to FOI searches, business correspondence should be placed within shared areas as soon as practicable. Significant business emails should be placed on paper or electronic file prior to deletion from personal mailboxes in accordance with business community rules

Breaches and Disciplinary Action

10. Any breaches of this Policy will be treated seriously and may result in disciplinary action, up to and including dismissal. For details of the EDS Disciplinary Procedure please refer to the EDS Employee Handbook or other relevant document(s) containing the Disciplinary Procedure. For details of the procedures of the Civil Service disciplinary procedure please refer to MOD Personnel Manual Vol 5. Service personnel are subject to the appropriate military law.

11. For full AFPAA account holders (i.e. users with accounts on AFPAA communications systems), contravention of this AUP will normally result in the following administrative action, notwithstanding any other disciplinary action undertaken (see paragraph 10 above, and subject to confirmation from AFPAA (Authority and EDS) security staff).

a. **First contravention:** The alleged perpetrator's account may be temporarily suspended pending initial internal AFPAA investigation, which may result in a report being raised on the individual concerned. Where a suspension of an account occurs and/or a report is raised, full details of the alleged contravention will be available to the perpetrator. NB. If the first contravention is considered a major contravention of the AUP immediate suspension of an account will occur and action as detailed in paragraph 11c below will apply.

b. **Second contravention:** The alleged perpetrator's account will be suspended immediately, pending an internal AFPAA investigation, and a formal report raised. If the individual is found to be culpable the account will not be re-enabled until specific assurances are received from the appropriate line manager and/or department head that he/she has warned the individual about future conduct and that no repeat occurrence should be made.

c. **Third contravention or major incident:** The alleged perpetrator's account will be suspended immediately, pending an internal AFPAA investigation, and will remain so until the investigation is completed. If the individual is found to be culpable, the account will only be re-enabled if an appeal for mitigation is received from their line management, endorsed at Director level (for AFPAA personnel) or Customer Focus Representative level (for AFPAA customers who have a full AFPAA account), and is deemed by AFPAA to be acceptable.

12. For each of the above, and dependent on the nature of the contravention, certain elements of accounts, or functionality of user accounts, may be retained during investigation to allow an element of work to continue. However, the outcome of any investigation may result in the permanent removal of a user account from an individual or a restriction in functionality available to that individual (e.g. IGS, email or access to personnel systems). Such actions will be discussed with the individual's line management prior to implementation.

13. For external users who are **NOT** full AFPAA account holders, and who attempt to transmit material to AFPAA users which contravenes this AUP, a report may be raised, dependant on the nature of the incident, and passed, for information or action as required, to the alleged perpetrator's unit/department via the appropriate service security J2 staff, or EDS Defence Security team as applicable.

14. Notwithstanding the above, where contraventions of this AUP concern transmission or storage of illegal images (or where other actions are confirmed as illegal), all appropriate accounts

will be immediately suspended and the matter passed to Service/MOD Police for criminal investigation.

How to report Unacceptable Material or Unacceptable Use

15. If you receive or accidentally view unacceptable material, or witness unacceptable use:
 - a. DO NOT DELETE the material.
 - b. DO NOT OPEN any more items.
 - c. DO NOT SEND OR FORWARD any material unless you are instructed to do so.
 - d. Contact your line manager and your site EDS or MOD Site security office.

DISCLAIMER FOR USE IN AFPAA EMAILS

The following disclaimer should be inserted in all emails sent using AFPAA systems. Ideally the disclaimer should appear before the main body of text, although typically it is inserted after the main text.

“The information contained in this email and any subsequent correspondence is private and is solely for the intended recipient(s). For those other than the recipient(s), any disclosure, copying, distribution, or any other action taken, or omitted to be taken, in reliance on such information is prohibited and may be unlawful. If you are not the intended recipient please inform the sender and delete this mail. The views expressed in this email do not necessarily reflect Government, MOD or EDS policy. Recipients should note that email traffic on AFPAA systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes. AFPAA has taken steps to keep this email and any attachments free from viruses. However, AFPAA accepts no liability or responsibility for any loss or damage howsoever caused as a result of any virus being passed on. It is the responsibility of the recipient to perform all necessary checks. AFPAA accepts no liability or responsibility for the onward transmission or use of emails and attachments having left the AFPAA domain.”

SERVICE DELIVERY – VETERANS AGENCY (VA) SERVICES - ANNEX Q

- This Annex sets out the Service Levels that underpin the requirements for the Services to be provided by AFPAA under this Agreement. .

Note: This SLA contains a large amount of detail in an effort to provide full visibility of this new AFPAA service. It should be noted that it is not possible to incorporate the same amount of detail within the other Annexes to this SLA as the detail will be provided elsewhere.

VA ANNEX
GLOSSARY

AFCS	Armed Forces Compensation Scheme
AFPAA	Armed Forces Personnel Administration Agency
ALSO	Allowance for a Lowered Standard of Accommodation
APC	Army Personnel Centre
BOI	Board of Inquiry
JCCC	Joint Casualty and Compassionate Centre
SAP	Service Attributable pension
SAP(IR)	Service Attributable Pension (Invaliding Rate)
SIP	Service Invaliding Pension
TAW	Temporary Allowance for Widows
VA	Veterans Agency
WDP	War Disablement Pension
WPS	War Pension Scheme
WWP	War Widow/er Pension

VETERANS AGENCY (VA) SERVICES – ANNEX Q

Serial No (a)	Service Area (b)	VA Responsibilities (c)	AFPAA Responsibilities (d)
1	War Pension Scheme	The VA will notify AFPAA when a War Widow(er) Pension is put into payment within 10 working days (WDs) of the award.	AFPAA will confirm receipt of the information within 10 WDs and will confirm that appropriate action has been carried out within 20 WDs. The 20 WDs represents the maximum turnaround time. It is anticipated that in reality resolution will be achieved sooner
1a		The VA will notify AFPAA on form WPA405 when a WDP is put into payment for a Veteran who was invalidated from the Services within 10 WDs of the award.	AFPAA will confirm receipt of the information within 10 WDs and will confirm the rate of the SIP and the rate at which SAP becomes payable within 10 WDs.
1b		The VA will notify AFPAA on form WPA 405 when a Veteran who was invalidated is given a medical re-assessment as a result of a review or appeal.	AFPAA will confirm receipt of the information and provide details of SIP or SAP to the VA within 10 WDs.
1c		The VA will notify AFPAA on form WPA408 when a veteran who has been medically discharge has been rejected for WDP.	AFPAA will confirm receipt of the information within 10 WDs.
1d		The VA will request SIP and SAP details from AFPAA on form WPA403.	AFPAA will supply SIP and SAP information to VA within 10 WDs. If there is a review of ALSO and there are no SIP/SAP details from a previous WPA405 on the WP file VA will issue a WPA403 to obtain this information.
1e		The VA will inform AFPAA if a veteran receives an award for compensation either from the MOD or a Third Party. When calculating abatement the VA will only take into account 25% of the total award for loss of earnings. This information will be passed to AFPAA within 10 WDs of receipt.	AFPAA will inform the VA if a veteran receives an award for compensation either from the MOD or a Third Party. When calculating abatement AFPAA will only take into account 75% of the total award for loss of earnings. This information will be passed to the VA within 10 WDs of receipt.
1f		The VA will notify AFPAA on form WPA 404 of all awards of TAW.	
1g		The VA must inform AFPAA on a WPA 405 cases where AFCS has been rejected, however, WPA application is successful.	

Serial No (a)	Service Area (b)	VA Responsibilities (c)	AFPAA Responsibilities (d)
2	Armed Forces Compensation Scheme	DIS cases – VA to send AFPAA an AFCSAFP02 for AFPS pension details.	AFPAA will complete the form and return to the VA within 10 WDs of receipt.
2a		DIS cases – On completion of the consideration AFCS will notify AFPAA on a AFCSAFP03 of the AFCS decision. To include all payment details if appropriate.	AFPAA acknowledge receipt within 10 WDs.
2b		Invaliding cases – VA to send AFPAA an AFCSAFP03. (All cases apart from In Service claims).	AFPAA will acknowledge the form and return to the VA within 10 WDs of receipt.
3	Gurkhas	The VA will send the Gurkha Cell an AFCSAFP2G for salary details.	AFPAA will complete the form and return to the VA within 10 WDs.
4	AFPAA Management Services		AFPAA(G) Discharges to send the VA a copy of the F Med 4 for all Army Medical discharges under QR 9.385/9.386 & 9.387 as soon as the documents become available. The copy of the F Med 4 should be accompanied by a memo to include the enlistment and discharge date, discharge Para and National Insurance number.
4a		With regards to WPS, the VA will send AFPAA Management Services at Centurion a WPA401A to request a copy of the Certificate or Record of Service.	AFPAA Management Services at Centurion will respond to this request within 10 WDs.
4b		With regards to AFCS the VA send AFCSAFP01 to AFPAA Management Services Glasgow for salary details. (All GIP, SGIP & Child GIP awards).	AFPAA will provide the VA with salary details within 10 WDs.

Processes in which initiation is an AFPAA Responsibility

Serial No (a)	Service Area (b)	AFPAA Responsibilities (c)	VA Responsibilities (d)
5	Welfare	AFPAA will request assistance from the VA Welfare Service in the form of a request for information or request to carry out a home visit. This request will be completed in accordance with the agreed proforma and the request will be forwarded to the office that is situated nearest to the area where the visit is to be made or information gathered from.	The priority of these requests will be routine and will be actioned in 10 WDs from receipt. However in certain circumstances these cases may be classed as Priority (actioned within 5 WDs from receipt) or Urgent (actioned within 2 WDs from receipt). Outcomes will be reported back on the agreed proforma.
6	JCCC	JCCC to notify the VA of all DIS normally within 1 WD after KINFORMING.	Once dependants are identified the claim is processed. (The JCCC are not informed of the outcome of a claim).

SERVICE DELIVERY – BUSINESS INFORMATION CELL – ANNEX R

This Annex sets out the Service Levels that underpin the requirements for the Services to be provided jointly by both MoD and the Partner (collectively known as the Supplier) under this Agreement.

Note: This SLA contains a large amount of detail in an effort to provide full visibility of this new AFPAA service. It should be noted that it is not possible to incorporate the same amount of detail within the other Annexes to this SLA as the detail provided elsewhere.

BUSINESS INFORMATION CELL SLA

GLOSSARY

BIC	Business Information Cell
BIWG	Business Information Working Group
BITWG	Business Information Technical Working Group
CP	Change Proposal
DASA	Defence Analytical Services Agency
DBA	Database Administrators
DLO	Defence Logistics Organisation
DPR	Data Preservation Repository
DPRR	Data Preservation Repository Report
EDS (TAS)	Electronic Data Systems (Technical and Application Support)
JPA	Joint Personnel Administration
MI	Management Information
MIC	Management Information Cell
SMIC	Service Management Information Cell
SME	Subject Matter Expert
VA	Veterans Agency

BUSINESS INFORMATION CELL (BIC) – ANNEX R

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
1	Direct Policy	Define and disseminate MI policy to the MI Hierarchy. Services may indicate desired delivery and priorities which the BIC will see to meet.		
1a			Manage and up-date policy and process/procedural information to each SMIC/MIC and amendments.	As appropriate by letter (Quarterly) and through BIWG/BITWG monthly.
1b			Disseminate best practice.	Notification through the BIWG/BITWG on a monthly basis.
1c			Maintain an informative MI Website supporting all levels of MI users giving explanatory and mandatory advice. Ensure website accessible to all.	The site will be up-dated weekly and its design and information will be discussed through the BIWG/BITWG as necessary.
1d			Maintain a Report library for SMICs/MICs.	The site will be up-dated weekly and its design and information will be discussed through the BIWG/BITWG as necessary.
1e			Assemble and hold appropriate steering group meetings (BIWG and BITWG) to inform, discuss and divulge information.	Monthly.
1f			Issue Desk Instructions for MI hierarchy to follow.	Annually or as required.
2	Training	Deliver Trained staff to MI Hierarchy. Plan training and resources to support internal AFPAA and Service staffs.		

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
2a			Organise formal technical training to SMICs/MICs, when required, especially when users are posted/re-assigned. To include 1:1 training when appropriate.	Quarterly delivery through EDS Training facilities at Centurion, or through prolonged visits when required.
2b			Determine training content and resources required for delivery.	As requested by Services.
3	Organisation	Direct an appropriate MI Organisation. Give advice and direction to the Services on organisational matters including set-up of SMIC/MIC.		
3a			Maintain procedures for new organisations to join hierarchy.	As and when required.
3b			Resource the BIC with adequately trained personnel.	When necessary.
3c			Manage the set-up of new MI organisations.	As required.
4	Technical Support	Deliver MI Applications, Service requirements and supporting requirements. Set delivery support and priorities that AFPAA will seek to meet.		
4a			Establish close technical working relationships with each SMIC/MIC in order to deliver technical competency and consistency.	As required or advised.
4b			Deliver appropriate supporting applications, including DPR(R) and JPA.	As required but within JPA technical constraints and boundaries.

Serial No (a)	Service Area (b)	Description (c)	Output (d)	Required Service Level (e)
4d			Deliver a mechanism to share (distribute) MI reports and provide a testing platform.	As appropriate and when required but within JPA technical constraints and boundaries.
4e			Advise EDS (TAS) on architectural matters to sustain the MI hierarchy.	Through normal reporting and BITWG.
4f			Advise and manage Service (including emerging) requirement specification and build appropriate business areas.	Quarterly, through EDS (TAS).
4g			Validate Management Information outputs on demand.	Daily through DASA and other SMEs.
4h			Share information and assist the wider MoD, namely – MOD Centre, DASA, DLO/DPA, VA.	As required through Service level contact.
4i			Submit CP information on behalf of the Services to effect delivery of Management Information.	As required, through the JPA Change Programme.
4j			Schedule Management Information requests when appropriate and run higher level reports when required.	Monthly through utilization of BIC staffs.
4k			Test Management Information Reports through EDS (TAS) to augment JPA user role access to Management Information, when required.	As required, through EDS (TAS).
4l			Oversee SMIC/MIC activity, with EDS (TAS) to feedback advice and training as necessary. Remove user access when degradation affects other Service users.	Daily, with advice from EDS (TAS) and JPA DBAs.