**Service Management Standard v2.0.0**

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1. **INTRODUCTION**
   1. This document (the **"Service Management Standard"**) comprises the following:
      1. GPITF SM Requirements: the service management related obligations placed on the Service Management Agent, the Supplier, the Call Off Ordering Party (if they are not the Service Management Agent) and/or the Service Recipients as applicable to both Type 1 and Type 2 Catalogue Solutions and as set out at the foot of this page;
      2. GPITF Type 1 Catalogue Solution Service Levels: this document sets out the Service Levels applicable to Type 1 Catalogue Solutions;
      3. GPITF Framework 1 – Incident Management Related Obligations: this document sets out a range of more detailed incident management related obligations applicable to both Type 1 and Type 2 Catalogue Solutions;
      4. GPITF Framework 1 – Change & Release Management Related Obligations: this document sets out a range of more detailed change and release management related obligations applicable to both Type 1 and (in relation to certain provisions only) Type 2 Catalogue Solutions; and
      5. Appendix 1 to the Service Management Standard: this appendix sets out the requirements placed on suppliers of Type 2 Catalogue Solutions to provide the Service Levels and performance regime applicable to such Catalogue Solutions and as set out at the end of this page.
   2. With regard to performance management, remedies associated with poor performance and, where applicable, Service Credits, that information is set out in:
      1. For Type 1 Catalogue Solutions: in schedule 2.5 (Performance Levels) of the GPITF Framework 1 Lot 1 Framework Agreement; and
      2. For Type 2 Catalogue Solutions: in schedule 2.1 (Performance Levels) of the GPITF Framework 1 Lot 1 Call Off Agreement.

**OTHER DOCUMENTS REFERENCED WITHIN COMPONENTS OF THE STANDARD**

GPITF Balanced Scorecard – referenced in document “GPITF Type 1 Catalogue Solution Service Levels”.

HSSI Report Template – referenced in document “GPITF Framework 1 – Incident Management Related Obligations”.

**REQUIREMENTS**

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| **Requirement Id** | **Requirement description** | **Level** | **Applicable to Type 1 and/or Type 2 Catalogue Solutions** |
| SM001 | The Supplier is fully accountable and responsible for the quality, service management and provision of its Catalogue Solution(s). | MUST | Both |
| SM002 | The Supplier shall act in an open, honest and professional manner at all times, when engaging with all stakeholders including the Service Management Agent. | MUST | Both |
| SM003 | The Supplier shall execute service management in accordance with industry good practice applicable to the technology and business criticality of the Catalogue Solution(s) provided. | MUST | Both |
| SM004 | The Supplier must deliver an ITIL aligned Service Desk and shall classify all fulfilment requests as either an Incident or a Service Request. | MUST | Both |
| SM005 | The Supplier shall comply with the following Service Management Agent's documents: 1) GPITF Framework 1 - Specific Incident Management Obligations 2) GPITF Framework 1 - Specific Change & Release Management Obligations. | MUST | Both |
| SM006 | The Supplier shall measure the performance of each Catalogue Solution against each of the Service Levels applicable to such Catalogue Solution. | MUST | Both |
| SM007 | The Supplier shall operate a process for managing Planned Downtime in accordance with the requirements for the same set out in Appendix 2 to the Service Management Standard. | MUST | Type 1 only |
| SM008 | The Supplier must operate and publish an effective escalation and complaints process for the Service Management Agent, other suppliers, Service Recipients, Call Off Ordering Parties and other NHS stakeholders to utilise. | MUST | Both |
| SM009 | The Supplier must provide up to 5 (the Service Management Agent shall determine how many within this constraint) of the Service Management Agent's service management staff with remote, read only and real-time access to the Supplier Service Management Toolsets to the extent necessary to monitor the management of the services delivered under the Framework. | MUST | Type 1 only |
| SM010 | The Supplier shall provide training to the Service Management Agent's service management staff referred to in requirement SM009 to the extent required for them to be able to utilise the Supplier Service Management Toolsets effectively and to interpret the information accessed accurately. | MUST | Type 1 only |
| SM011 | The Supplier must provide up to 5 (the Service Management Agent shall determine how many within this constraint) of the Service Management Agent's service management staff with remote, read only and real-time access to the Supplier Service Performance Toolsets used by the Supplier's staff to monitor the performance of the services delivered under the Framework. | MUST | Type 1 only |
| SM012 | The Supplier shall provide training to the Service Management Agent's service management staff referred to in requirement SM011 to the extent required for them to be able to utilise the Supplier Service Performance Toolsets effectively and to interpret the information accessed accurately. | MUST | Type 1 only |
| SM013 | The Supplier shall ensure that all data used within the Supplier Service Management Toolsets and Supplier Performance Management Toolsets is retained for a minimum of two years or the duration of the Call Off Agreement (whichever is longer) in a manner that can be accessed by the Supplier and provided to the Service Management Agent within 48 hours of any request. | MUST | Both |
| SM014 | To the extent the Service Management Agent can not access data as required, the Supplier must make such data available to the Service Management Agent no later than 24 hours after the Service Management Agent has requested such data (this time period excludes weekends and Bank Holidays), or where that the data is required urgently (such as to respond to a Parliamentary question), no more than 4 hours from the request being made by the Service Management Agent to the Supplier. The Service Management Agent shall act reasonably and give due regard to the impact on the Supplier when making such requests. | MUST | Type 1 only |
| SM015 | The Supplier shall provide the Service Management Agent with named contacts and contact details who will join Service Management Agent calls on request (acting reasonably) for the following functions: 1) HSSI management; 2) Complaints raised by the Catalogue Authority or escalated to the Catalogue Authority; 3) Escalations raised by the Catalogue Authority or escalated to the Catalogue Authority; 4) Service Reviews; 5) Service Management Agent Change Advisory Boards; 6) Problem Management; 7) Incident Management; 8) General queries. | MUST | Type 1 only |
| SM016 | The Supplier shall co-operate and collaborate with the Service Management Agent, other suppliers, Call Off Ordering Parties, Service Recipients and any other relevant stakeholders as appropriate to rectify and/or prevent issues with the quality or performance of the Catalogue Solution(s). | MUST | Both |
| SM017 | Where any aspect of the criteria in the balanced scorecard Service Level scores less than the highest score available, the Supplier shall, where reasonably requested by the Service Management Agent, define and execute an appropriate Service Improvement Plan. | MUST | Type 1 only |
| SM018 | The Supplier shall raise Problems for the root cause of all HSSIs and shall, unless otherwise agreed with the Service Management Agent acting reasonably, fix the Problem within 60 Working Days. | MUST | Type 1 only |
| SM019 | The Supplier shall, within 10 Working Days of the receipt of a request from the Service Management Agent, provide evidence to demonstrate that they are compliant with one or more of the obligations set out in this document. The Service Management Agent shall only issue such requests where a breach of the obligations set out in this document are reasonably suspected to have occurred. | MUST | Both |

**APPENDIX 1 – PERFORMANCE REGIME REQUIREMENTS FOR TYPE 2 CATALOGUE SOLUTION**

For each Type 2 Catalogue Solution and any connected Additional Services provided by the Supplier, the Supplier must comply with the performance regime associated with each relevant Catalogue Solution as detailed in the table below.

The information set out in the table below will be included in the "Solution Page" on the Catalogue for the relevant Catalogue Solution and may be used by potential buyers as an element of the award criteria applied to select a Catalogue Solution. In addition, the performance regime set out in the table will be applied in accordance with the relevant Call Off Agreements.

**Type 2 Catalogue Solutions**

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| **Performance regime** | | | | | | |
| **Catalogue Solution Id** | **Service Level title** | **Operating Service Level (OSL)** | **Critical Service Level (CSL)** | **Measurement method** | **Service Point calculation**  (if not applicable, state “not applicable”) | **Service Credit calculation, including any Service Credit cap applicable**  (if not applicable, state “not applicable”) |
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**Additional Services connected with Type 2 Catalogue Solutions**

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| **Performance regime** | | | | | | |
| **Catalogue Solution Id and Additional Service Id** | **Service Level title** | **Operating Service Level (OSL)** | **Critical Service Level (CSL)** | **Measurement method** | **Service Point calculation**  (if not applicable, state not applicable) | **Service Credit calculation, including any Service Credit cap applicable**  (if not applicable, state not applicable) |
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