The table below summarises the changes included in the Service Management Standard optimisation review. ***The changes made since the last issue to suppliers on 13 February 2020 are marked in track in the Word documents and in red text in the Excel documents.***

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| **Document** | **Outline of changes** |
| GPITF Service Management Standard (Major Version 2) | This is the Service Management Standard wrapper. It has been changed to point to the documents relevant to major change V2. |
| GPITF SM Obligations | This sets out the service management obligations and is materially simplified from major version 1 of the SM Standard. |
| GPITF Type 1 Catalogue Solution Service Levels | This sets out the Service Levels and Service Failure classifications and is a re-write of Appendix 2 of major version 1 of the SM Standard. |
| GPITF Framework 1 – Incident Management Related Obligations | This sets out some more specific incident management related obligations and augments GPITF SM Obligations. The obligations are materially simplified from major version 1 of the SM Standard. |
| GPITF Framework 1 – Change & Release Management Related Obligations | This sets out some more specific change and release management related obligations and augments GPITF SM Obligations. The obligations are materially simplified from major version 1 of the SM Standard. |
| GPITF SM Standard TM | This is the traceability matrix applicable to major version 2 of the SM Standard. |
| SMSO Interoperability Standard Related Changes | This describes some changes to the Interoperability Standard required as similar have been removed from major version 2 of the SM Standard. |
| SMSO Reporting Related Changes | This describes some changes to related to reporting required as similar have been removed from major version 2 of the SM Standard. These will be applied to the Common Reporting Standard. |
| GPITF Balanced Scorecard | This file sets out the detail regarding the balanced scorecard Service Level referenced in GPITF Type 1 Catalogue Solution Service Levels. |
| HSSI Report Template | This file sets out the HSSI Report Template referred to in GPITF Framework 1 – Incident Management Related Obligations. |
| Commercial Standard and Model Interface Licence | Uplifted to include representation and information provision / publication rights / obligations as similar have been removed from major version 2 of the SM Standard. |
| Digital Care Services - Definitions (Catalogue Agreement Schedule 1) | This sets out the changes to the definitions required to integrate major version 2 of the SM Standard into the Catalogue Agreement. |
| 1 GP IT Futures Lot 1 - Framework Schedule 1 (Definitions) | This sets out the changes required to integrate major version 2 of the SM Standard into the Framework Agreement. |
| 2.5 GP IT Futures Lot 1 - Framework Schedule 2.5 (Performance Levels) | This sets out the changes required to integrate major version 2 of the SM Standard into the Framework Agreement. |
| 0. GP IT Futures Lot 1 - Call Off Terms (NEW) | Updated to include the uplift in the service credit cap from 20% to 25% for Type 1 Catalogue Solutions. |
| 4.1 GP IT Futures Lot 1 - Call Off Schedule 4.1 (Charges and Invoicing) | This sets out the changes required to integrate major version 2 of the SM Standard into the Call Off Agreement. |