Schedule 20: Service Documentation

1   Introduction

1.1   This Schedule sets out the types of documentation relating to the provision of the Services (whether originally developed by the Contractor or on its behalf) which shall be maintained, updated and produced by the Contractor and delivered to or made available to the BBC for approval during the Term, all in accordance with the terms of Clauses 7.1 and 41.1 of this Agreement.

1.2   Service Documentation includes the following documents relating to:

1.2.1   the Registers;

1.2.2   a comprehensive and detailed statement of the Service Architecture as set out in paragraph 2.1 below;

1.2.3   full details of the BBC Software;

1.2.4   the Contractor's quality management system documentation;

1.2.5   full details of the Contractor's business plans, processes and operating model;

1.2.6   technical design documentation referred to in paragraph 3 below; and

1.2.7   other documentation including, by way of example only, stationery, standard correspondence, application forms, literature and policy statements.

2   Service Architecture Documentation

2.1   The Contractor shall maintain, update and produce the Service Architecture documentation information including the following:

2.1.1   the different elements of the Services which produce Deliverables or perform functions using manual and/or automated means;

2.1.2   the boundaries, interfaces, processing volume capacity, inputs and outputs of these elements of the Services, including their relationship with the BBC, the Marketing Provider and any other third parties;

2.1.3   the resource requirements for each of these service elements/areas, including details of seniority, job descriptions and skills requirements;

2.1.4   the procedures and processes used in provision of the Services;

2.1.5   how systems and other equipment are operated in providing the Services;

2.1.6   work instructions; and

2.1.7   how systems and other equipment are supported and maintained.

3   Technical Design Documentation

3.1   Application

3.1.1   The Contractor shall maintain, update and produce a logical view of the applications required to support the provision of the Services, including the boundaries and dependencies of each application and its impact on the way the Services are provided. Application architecture is composed of:

(a) a process architecture; and

(b) a data architecture.

3.1.2   The Contractor shall maintain, update and produce the process architecture which:

(a) provides a common and accepted business definition for each business process;

(b) defines the inter-relationships and dependencies between business processes;

(c) identifies common business processes which are used by more than one business function; and

(d) defines the data used and produced by each process.

3.1.3   The process architecture shall be described using process models or object models. Functional decomposition diagrams and layered application component models may also be used to document process architecture.

3.1.4   The Contractor shall maintain, update and produce the data architecture. The data architecture should include documentation on how the data is managed, document the data that is created, read, updated and deleted by each business process, data sources and restrictions on data usage. Data architecture should be defined and represented using data modelling techniques, entity relationship models and data flow diagrams.

3.2   Execution

The Contractor shall describe how technology, applications and configuration software and data are organised and deployed in the end-user environment in terms of requirements and standards for hardware and software.

3.3   Development

The Contractor shall maintain, update and produce the development architecture and the development environment. The development architecture defines the standards for the types of hardware, software, methods, and procedures used in the systems development process (i.e. requirements, definition, design, coding, testing, implementation and post-implementation support). The development environment is the physical implementation of this. Both structures should be defined using the following categories as a minimum:

(a) data application and modelling;

(b) programming tools and environment;

(c) testing tools and environment;

(d) utility and support tools;

(e) office productivity tools;

(f) project management tools;

(g) operations and communication tools;

(h) operating systems;

(i) middleware;

(j) Database management system;

(k) configuration management process and tools;

(l) networking protocols; and

(m) inter-process and inter-platform communications.

3.4 Platform

The Contractor shall maintain, update and produce the essential computing infrastructure required to support the execution, development, and operations environment, including guidelines and standards. The environment should represent the physical implementation of the logical architecture and should clearly define all hardware and software used, including configurations and communications links for elements including, but not limited to, PC, server, local area network and wide area network.

3.5 Operations

The operations architecture and environment documentation shall be maintained, updated and produced using the following categories as a minimum:

(a) data and storage management;

(b) event management;

(c) electronic software distribution;

(d) network management;

(e) application and database management, including application build instructions;

(f) job scheduling, including batch scheduling;

(g) help desk and user support, including fault status logs;

(h) configuration and administration;

(i) change management;

(j) licence management;

(k) performance management;

(l) asset and inventory management;

(m) output management;

(n) internet/intranet management; and

(o) security management.

4   System User Documentation

The Contractor shall maintain, update and produce system user documentation both for the Service Architecture and the BBC System once implemented to support staff in the correct use of any systems and other equipment which Employees use in their roles in providing the Services.

5   Technical Support Documentation

5.1   The Contractor shall maintain, update and produce technical support documentation used in support of any systems and other equipment including, but not limited to, those categories listed in paragraph 3.

5.2   The Contractor shall maintain, update and produce documentation required in relation to any software development processes used in development and maintenance of any systems and other equipment including, but not limited to, requirement specifications, design documents, testing strategies, testing plans and test scripts.

5.3   The Contractor shall maintain, update and produce documentation for ongoing software development and other systems development projects.

5.4   The Contractor shall maintain, update and produce documentation which shall detail business processes and procedures used in provision of the Services and associated information including:

5.4.1   the number and seniority of Employees engaged (full and part-time) including organisation charts showing how such individuals are deployed to perform business processes forming part of the Services;

5.4.2   comprehensive process models for all elements of the Services including support processes showing how each process is staffed and any working procedures and standards documentation;

5.4.3   volumes of work (daily and monthly) by type including any trends and peaks (showing the relationship between operations and computer transactions);

5.4.4   interfaces with third parties including the type of interface (e.g. electronic or physical), frequency, format, delivery channels; and

5.4.5   input and output types.

6   Training and Education Materials

6.1   The Contractor shall maintain, update and produce training and education materials:

6.1.1   to support the education and training of all Employees in the performance of their roles in business processes which form part of the Services;

6.1.2   which give such individuals an understanding of the Services, the Contractor's organisation and their role within it; and

6.1.3   which shall support the education and training of staff in the appropriate use of systems and any other equipment which such individuals use in their roles in providing the Services.

7   Other Documentation

7.1   The Contractor shall provide a detailed breakdown of all Customer segmentation currently in use.

7.2   The Contractor shall define all third party relationships relevant to the provision of the Services including details of contractual and other arrangements and business relationships with third parties including any Subcontractors.

7.3   The Contractor shall maintain and keep available up-to-date reports of all transaction volumes where applicable.

7.4   The Contractor shall provide information relating to any work outstanding with any Subcontractors.

7.5   The Contractor shall provide, maintain and update the Prosecution Policy in accordance with this Agreement.

7.6   The Contractor shall provide, maintain and update the following:

7.6.1   Business Plans

(a)   yearly on the anniversary of the Start Date:

(i)   demonstrate that the operation has the correct resource levels to support the Annual Activities Plan and any activity that the Contractor intends to undertake utilising Employees; and

(ii) forecast the contact volumes through each inbound and outbound contact channel provided pursuant to this Agreement.

(b) Quarterly:

(i) Deliver Quarterly to the BBC the Contractor's resource plans for the following Quarter. These plans will describe the Employee requirements for each area of the Service including the front office, back office, arrears management and field operations.

7.6.2 Business Processes

(a) maintain a high level business model indicating how the Service operationally interfaces with all external parties; and

(b) process maps for all activities undertaken by the Contractor at level 1 to level 3 and all supporting work instructions.

7.6.3 Operating Models

(a) create and maintain details of all Customer segmentation strategies that have been and are used by the Contractor;

(b) create and maintain details of all Customer scoring methodologies used in supporting the segmentation strategies that have been and are used by the Contractor;

(c) create and maintain details of all Customer contact strategies that have been and are used by the Contractor;

(d) create and maintain details of all Customer campaign steps that have been and are used by the Contractor;

(e) create and maintain details of all campaign briefs that have been and are used by the Contractor; and

(f) create and maintain details of all payment plans that have been and are used by the Contractor;

7.6.4 Customer Insights: maintain a record of and outputs from all Customer research that the Contractor has commissioned.

7.6.5 Technical architecture of the BBC System illustrating the Interface Services.

8   Standards, Format and Distribution of Service Documentation

8.1 The BBC shall notify the Contractor of any BBC documentation design standards which must be used for any documentation to be generated or delivered under this Schedule within a reasonable time period in advance of the preparation of such documentation.

8.2 The Contractor shall provide all documentation in a format to be agreed with the BBC.

8.3   The Contractor shall supply and maintain a documentation plan which identifies all documentation to be prepared by the Contractor in connection with the provision of the Services. The Contractor shall define a documentation tree structure showing the relationships between each document.

8.4   The Contractor shall define procedures for the control and issue of the documentation including amendments to the documentation.

8.5   The Contractor shall supply copies of documents for distribution within the BBC to such personnel as reasonably required including (where applicable) drafts for review.

8.6   The BBC shall be entitled to make copies of all documentation referred to in this Schedule at any time.

9   Finance and Costs of Service, Documentation

9.1   The Contractor shall supply all documentation and update and maintain such documentation relating to:

9.1.1   all bank account details;

9.1.2   financial process documents/reconciliations;

9.1.3   fraud risk register action plan; and

9.1.4   Statement of Accounts.