

Schedule 4.7 – ITSO Services

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1 Introduction

1.1 Scope and Purpose

- 1.1.1 This Schedule 4.7 (ITSO Services) sets out the scope, performance regime, monitoring and reporting requirements for the ITSO Services.
- 1.1.2 The "**ITSO Services**" are:
- (a) the validation, processing and reporting of ITSO Products on ITSO Cards in accordance with Schedule 5.2 (Validation and Access Control);
 - (b) any Primary Services provided in relation to the ITSO Modules;
 - (c) the management of Transaction Data in relation to the use of ITSO Cards on the System;
 - (d) the performance of the ITSO Back Office supporting the management of ITSO Transaction Data, ITSO Hotlists and ITSO Action Lists in accordance with Schedule 6.3 (ITSO System); and
 - (e) the management of the ITSO Secure Application Module (ISAM) supporting the ability to use ITSO Cards on Card Readers.
- 1.1.3 The Contractor shall provide the ITSO Services in accordance with this Schedule, Schedule 4.1 (Service Delivery) and the terms of the Contract.

1.2 ITSO Products

- 1.2.1 The Contractor shall ensure that the ITSO Services support the following ITSO product types:
- (a) TYP14,16: Entitlement and ID; and
 - (b) TYP22,23,24: Pre-defined Tickets,
- each an "**ITSO Product**".

1.3 ITSO Modules

- 1.3.1 The Modules used by the Contractor to deliver the ITSO Services comprise the following, details of which are set out in Schedule 5.2 (Validation and Access Control) and Schedule 6.3 (ITSO Systems):
- (a) ISAM – this module is added to a Card Reader for the purpose of ITSO to read ITSO Cards and verify whether a Customer is entitled to travel. The Services and performance associated with the Card Reader are set out in Schedule 4.3 (LU Services) and Schedule 4.4 (Rail Services); and
 - (b) Host Operator Processing Systems – the TTL ITSO HOPS – this Module receives and processes information regarding the use of ITSO Cards from Front Office Modules across the Transport Network and ITSO Hotlists and ITSO Action Lists,
- the ISAM and TTL ITSO HOPS together, the "**ITSO Modules**".

2 Performance

2.1 Generally

- 2.1.1 Details of the financial impact of the Service Credit and Service Bonus regime are set out in Schedule 12.1 (Charges and the Financial Model).
- 2.1.2 Availability shall be measured during the ITSO Service Day.
- 2.1.3 The "**ITSO Service Day**" shall be twenty-four (24) hours per day, seven (7) days per week including Bank Holidays.
- 2.1.4 The Contractor shall maintain the ITSO Modules and respond proactively to System Faults which affect the ITSO Services and reliably meet and/or exceed any Service Levels specified in this Schedule.
- 2.1.5 The Contractor shall proactively monitor all ITSO Modules remotely through the Level 1 Help Desk.
- 2.1.6 The Contractor shall agree Planned Maintenance Windows for the ITSO Modules with TTL in accordance with Schedule 4.1 (Service Delivery) for scheduled maintenance tasks to the TTL ITSO HOPS.

2.2 Host Operator Processing Systems

- 2.2.1 The Contractor shall measure and report the Availability of the TTL ITSO HOPS each Period in accordance with paragraph 3 of this Schedule.
- 2.2.2 The target for the Availability of the TTL ITSO HOPS each Period for reporting purposes shall be ninety-nine point six per cent (99.6%) each Period.
- 2.2.3 The Contractor shall ensure that the TTL ITSO HOPS:
 - (a) collects, processes and makes available to TTL ninety per cent (90%) of ITSO Transaction Data from operationally available ISAMs by 08:00 on the ITSO Service Day following generation of such Data;
 - (b) collects, processes and makes available to TTL one hundred per cent (100%) of all ITSO Transaction Data from all operationally available ISAMs within seven (7) ITSO Service Days of the generation of such Data;
 - (c) on the receipt of a file(s) containing a list of valid ITSO Cards to be denied access to the System from relevant Interfacing Systems during any ITSO Service Day, generates an ITSO Hotlist, subject to a maximum of four hundred thousand (400,000) ITSO Cards, which shall be distributed to all ISAMs by 05:00 on the ITSO Service Day following receipt;
 - (d) on the receipt of a file(s) containing a list of valid Customer specified actions to be carried out from relevant Interfacing Parties during any ITSO Service Day, generates an ITSO Action List, subject to a maximum of forty thousand (40,000) entries per Station at any time, which shall be distributed to all ISAMs not later than two (2) hours following the receipt of the file(s); and
 - (e) validates and processes any new ITSO product in accordance with Schedule 12.3 (Contract Variation Procedure).

2.2.4 The Contractor shall report on the performance of its obligations set out in paragraph 2.2.3(a) to 2.2.3(d) inclusive in accordance with paragraph 3 below.

2.3 TTL ITSO HOPS Reporting

2.3.1 The Contractor shall ensure that ITSO Transaction Data is maintained in the TTL ITSO HOPS and accessible by TTL for the most recent twenty-four (24) month rolling period.

3 Reporting

3.1 The Service Performance Report

- 3.1.1 In respect of the ITSO Services, as a minimum, the Contractor shall report on the following in each Service Performance Report delivered in accordance with Schedule 4.1 (Service Delivery):

Para.	Report
2.2.1	Availability of the TTL ITSO HOPS
2.2.3 (a)	Percentage of the daily collection and processing of ITSO Transaction Data from operationally available ISAMs
2.2.3 (b)	Percentage of the collection and processing within seven (7) ITSO Service Days of ITSO Transaction Data from operationally available ISAMs
2.2.3 (c)	Percentage ISAMs not receiving the daily ITSO Hotlist file by 05:00 daily
2.2.3 (d)	Percentage of ISAMs not receiving the ITSO Action List within two (2) hours following receipt of the file

- 3.1.2 Each report set out in paragraph 3.1.1 above shall be provided in respect of the Period prior to the date of provision of the Service Performance Report, unless otherwise specified by TTL.