Uptime

Support Services Agreement

Standard Service Desk Integration (SSDI) Appendix

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Appendix A. Standard Service Desk Integration (SSDI)

1. Definitions

1.1 For the purposes of this Agreement, unless the context requires otherwise:

"B2B" means "business-to-business": commerce transactions between businesses.

"Change Request" means a request relating to a Configuration MACD.

"Change Request Record" means a Record in the NTT GSOA generated by the Client or NTT that records and tracks a Change Request.

"CMDB" means "Configuration Management Database" a repository of information related to all the components of an information system.

"DUNs" means "Data Universal Numbering System": a system developed and regulated by Dun & Bradstreet, that assigns a unique numeric identifier, referred to as a "DUNS number" to a single business entity.

"ERP" means enterprise resource planning systems, for example SAP or Siebel.

"GSOA" means Global Services Operating Architecture, NTT's Management System that includes its Service Desk application.

"Incident Record" means a Record in GSOA generated by the Client or NTT that records and tracks a request related to an Incident.

"Integration Assessment" means the assessment that is performed as a pre-sales activity by NTT to ascertain if the SSDI solution meets the Client's business requirements, the results of which are set out in Appendix Details under "Integration Assessment for Standard Service Desk Integration (SSDI)".

"Prerequisites" means the pre-requisite conditions set out in clause **Error! Reference source not found.**.

"Project" means the services, deliverables, activities, processes, and phases necessary to successfully implement and activate the SSDI support service element as described in this Appendix.

"Project Business Hours" means 8:30AM to 5:30PM on Business Days.

"Project Commencement Date" means to start date of the Project agreed by NTT and the Client and set out in the Project Schedule.

"Project Schedule" means the file that documents the tasks, task dependencies, sequencing, resourcing, and time schedule of the activities that comprise delivery of the Project, and facilitates tracking of progress of the Project.

"Project Team" means the team described in clause 12.

"Record" means a Service Request Record, Incident Record or Change Request Record.

"Record" means a Service Request Record, Incident Record or Change Request Record.

"Service Request" means a request from a user for information, or advice, or for a Service Administration Change or for access to an IT service.

"Service Request Record" means a Record in NTT's GSOA generated by the Client or by NTT that records and tracks a Service Request.

"Service Request Record" means a Record in NTT's GSOA generated by the Client or by NTT that records and tracks a Service Request.

"SSDI" means "Standard Service Desk Integration": that allows information from NTT's GSOA to be exchanged with the Client's service desk application through standardised electronic transactions.

"SSDI Services" means the on-going services described in clause 32.

"Terms" means the NTT Standard Terms and Conditions of Supply set out at https://hello.global.ntt/-/media/ntt/global/legal/australia/sow-terms.pdf

"Web Services" means a standardised way of integrating Web-based applications using the XML, SOAP, WSDL and UDDI open standards over an Internet protocol backbone.

2. Prerequisites

2.1 NTT is able to provide the Client with SSDI and SSDI Services only if, as at the date of execution of this Appendix, the Client meets all of the following pre-requisites:

2.2 The Client:

(a) has chosen the *Service Level Management* option in the Agreement;

(b) confirms that the results of the Integration Assessment set out in the Appendix Details are correct by signing that Integration Assessment;

(c) requires Record integration for the following only:

- (i) Incident Records (mandatory); and
- (ii) Change Request Records (optional); and/or
- (iii) Service Request Records (optional);

(d) does not require any fields over and above the standard integrated fields as defined in the *SSDI Field Mapping Template*;

(e) is able to;

- (i) support one of the following communication protocols:
  - A. SOAP;
  - B. HTTP Post; or
  - C. FTPS;
- (ii) implement XML schema as documented in the *SSDI XML Schema Definition*; and
- (iii) host the value mapping tables; and

(f) does not require:

- (i) CMDB integration; and
- (ii) the modification of GSOA business rules:
  - A. by which inbound transactions update Records; and
  - B. for outbound transactions.

2.3 If at any time NTT determines that any of the confirmed answers to the Integration Assessment are incorrect and that NTT will therefore not be able to implement SSDI, then NTT may:

(a) if agreed with the Client, assess the impact and provide the Client with a statement of work for the project needed to complete the SSDI implementation; and

(b) cease implementation of SSDI and recover costs expended from the Client.

3. General Obligations

3.1 Subject to clause 2.3, if the Client has met all the Pre-requisites, from the Project Commencement Date, until completion of the Project according to the Project Schedule:

(a) NTT must provide the Services for the Project.

(b) the Client must:

(i) pay the SSDI Establishment Fee upon completion of the Project according to the Project Schedule; and

(ii) perform its obligations for the Project as set out in this Appendix; and

(c) the parties agree that in relation to the Project only the Terms apply; and

(d) this Appendix, to the extent it relates to the Project, is the Statement of Work (as defined in the Terms).

3.2 Subject to clause 2.3, on completion of the Project:

(a) NTT must provide the Client with SSDI Services; and

(b) the Client must pay NTT the On-Going Management Fee annually in advance commencing upon completion of the Project pro-rated to the end of the Term.

4. Project

4.1 The Project consists of the phases and tasks listed in the table in clause 4.2 and described further in the corresponding clauses below that set out both NTT and the Client's obligations.

4.2 Table of Project phases and tasks:

Clause Reference	Project Phases and Tasks
	Inception Phase
12	Project team allocation
13	Project kick-off
14	Scope, schedule & processes
	Definition Phase
15	Business Process Overview Document
16	Functional Specification Document, consisting of: • Field mapping requirements • Value mapping requirements • Master data requirements • GSOA configuration requirements • Connectivity requirements

Clause Reference	Project Phases and Tasks
17	Connectivity Design
	Build Phase
18	Test environments
19	Connectivity setup
20	Interface development
21	Data preparation
22	Test plan
23	Technical testing
24	Functional testing
25	Work instructions and Training
	Deployment Phase
26	Readiness assessment
27	Operations handover
28	Change approval
29	Deployment to production
	Transition Phase
30	Early life support
31	Project close out

5. Project Schedule

Mutual obligations

5.1 NTT and the Client must commence the Project on the Project Commencement Date.

5.2 NTT and the Client must schedule Project resources based on availability on the execution of this Appendix and receipt of the Client's purchase order for the Project and the Services.

5.3 NTT anticipates the duration for the Project is four months.

6. Project Control

NTT's obligations

6.1 For the duration of the Project, NTT must:

(a) produce and track the Project Schedule;

(b) produce meeting minutes;

(c) produce and keep updated a risk log in NTT's format;

(d) produce and keep updated an issues log;

(e) supply input to the Client's communications plan; and

(f) produce acceptance, hand-over and sign-off Project document deliverables for various phases.

The Client's obligations

6.2 The Client must:

(a) review and accept the risk log;

(b) review and accept the issues log;

(c) review meeting minutes;

(d) review acceptance, hand-over and sign-off documentation;

(e) produce and keep updated a communications plan that incorporates the communications that are to occur within the Client's organization;

(f) ensure that all personnel affected by activities relating to the Project are made aware of the Project and are adequately prepared to support the Project;

(g) communicate with any internal or external parties that may be affected by the Project; and

(h) supply necessary technical details or documents as required.

7. Project Document Deliverables

NTT's obligations

7.1 NTT must complete the following Project document deliverables as described in the clause associated with the relevant Project phase:

(a) SSDI Field Mapping Template;

(b) SSDI Value Mapping Template;

(c) SSDI XML Schema Definition;

(d) SSDI Project Schedule Template;

(e) SSDI Business Process Overview Document;

(f) SSDI Functional Specification Document;

(g) SSDI Client Information Template; and

(h) SSDI Functional Test Plan.

8. Inclusions

Mutual obligations

8.1 NTT and the Client must work together to implement the SSDI solution that integrates the NTT GSOA with the Client's IT infrastructure for the purpose of delivering the Service in accordance with the agreed Project Schedule.

8.2 The Client must provide a set of Web Services through which the Client can connect and exchange information with NTT.

8.3 NTT and the Client must work together to produce the following Project deliverables:

(a) establishment of bi-directional communication, enabling near real-time synchronization using the predefined transaction syntax;

(b) the exchange of Record details (or fields) for:

(i) Incident Records (mandatory); and

(ii) Change Request Records; and/or

(iii) Service Request Records;

(c) standard integrated fields as defined in the *SSDI Field Mapping Template* provided by NTT;

(d) receiving and sending create transactions:

(i) create transactions will be triggered when specific conditions are met; and

(ii) transactions will include all integrated fields;

(e) receiving and sending update transactions:

(i) update transactions will be triggered if any of the integrated fields are updated;

(ii) transactions from NTT to the Client will include all integrated fields; and

(iii) transactions must only include incremental updates for comments/notes;

(f) receiving and sending comment transactions:

(i) comment transactions are used if new comments have been added; and

(ii) no other Record fields are sent (except for Record number);

(g) receiving and sending attachments (files):

(i) dedicated attachment transactions are used to exchange attachments;

(ii) no other Record fields are sent (except for the Record number);

(iii) can only be sent after create transaction has been processed successfully;

(iv) cannot be deleted through B2B integration; and

(v) must be Base64 encoded and must not exceed 20mb;

(h) business rules to process transactions;

(i) advanced message tracking functionality through display of delivery status:

(i) if the update has been sent;

(ii) if the update has been received by the Client or NTT;

(iii) if the update has been processed in the Client or NTT's service desk application; or

(iv) if there have been delivery issues;

(j) bi-directional transaction flow that includes:

(i) Incident Record and Change Request Record and/or Service Request Record;

(ii) acknowledgement notifications; and

(iii) response notifications;

(k) transactions consisting of:

(i) Record details; and

(ii) confirmation (response) elements;

(l) utilizes XML schema as documented in the *SSDI XML Schema Definition* as provided by NTT:

(i) standard message protocol to exchange Record information;

(ii) XLM schema definition applicable to transactions in both directions; and

(iii) transactions must be formatted using UTF-8; and

(m) technical interface specifications for interacting with the Service Desk Web Services including:

(i) Web Service definition;

(ii) transport layer and media; and

(iii) exception handling.

9. Exclusions

9.1 The Project excludes the following outcomes:

(a) any other Record types other than those listed in clause 8.3(b);

(b) GSOA functions including but not limited to:

(i) accepting Records;

(ii) reclassification of Records;

(iii) cloning Records;

(iv) approval of Records;

(v) linking Records; and

(vi) parent/child (major/child) Record relationships; and

(c) third party contract integration.

10. Assumptions

10.1 NTT assumes that:

(a) the Client's service desk application has the capability of exchanging electronic transactions with NTT's GSOA;

(b) information provided by the Client to NTT during the course of the Project is accurate and complete;

(c) all requested existing documentation will be provided to NTT within two days of being requested, preferably in soft copy;

(d) the Client will respond promptly to questions, decisions and sign offs, in a timeframe suitable to the Project Schedule requirements.

(e) the Client accepts that NTT's Project Team members will perform their duties through a combination of on-site and off-site activities;

(f) NTT's Project Team members will not work exclusively on the Project;

(g) the Client will review the documentation NTT delivers as part of the Project twice only. If the Client requires any further reviews , NTT may charge the Client an Additional Charge for the additional Services required;

(h) in order to avoid delays to the project, the Client will review documentation within two Business Days of receipt, except where specifically stated otherwise in the Project Schedule;

(i) NTT will provide documentation deliverables in electronic form (pdf) only, unless the Client also expressly requests printed copies, in this case, NTT will provide a maximum of two printed copies;

(j) NTT will provide the Services during Project Business Hours; and

(k) any work to be performed outside Project Business Hours at the request of the Client will be at an Additional Charge charged at an agreed fixed price or based on

NTT’s then current time and materials rates, as agreed prior to the work commencing.

11. Travel, accommodation and out-of-pocket expenses

11.1 No travel and accommodation has been allowed for in this Appendix. Should travel and accommodation be required it will be an Additional Charge at the rates detailed in the table below. NTT will obtain the Client’s prior consent before incurring any travel or accommodation expenses:

Item	Maximum charge (ex GST)
Travel less than 50 km by taxi	Taxi fare or parking expenses at cost
Travel 50–200 km by private car	81c per km plus parking expenses
Car hire	At cost plus 5%
Air travel (economy)	At cost plus 5%
Accommodation (hotel/motel in capital city)	At cost plus 5%
Accommodation (hotel/motel other locations)	At cost plus 5%
Meals: lunch and dinner (when accommodation required)	$90 per night away from home
Out-of-pocket expenses	At cost plus 15%

Inception Phase

12. Project Team Allocation

NTT's obligations

12.1 NTT must make the following resources available to form part of the Project Team as per the Project Schedule or as reasonably required by NTT:

(a) business owner - responsible for the overall project deliverables;

(b) project manager - manage and coordinate project effort, is the primary point of contact;

(c) business analyst – to understand requirements, help define operational process and provide direction to developers, should have an understanding of NTT's GSOA and operational process;

(d) developer/s - develop integration interface into service desk Web Services, should have an in-depth knowledge of XML syntax, HTTP protocols and the GSOA;

(e) GSOA and SSDI subject matter expert - assists the business analyst during the definition phase, participates in functional testing, and is responsible for setting up the relevant GSOA configurations, ensuring data is aligned between systems for integrated elements and defines the value mapping; and

(f) service desk agent/s - to assist the business analyst and to participate in user acceptance testing.

The Client's obligations

12.2 The Client must make the following resources available to form part of the Project Team as per the Project Schedule or as reasonably required by NTT:

(a) business owner - responsible for the overall project deliverables;

(b) project manager - manage and coordinate project effort, is the primary point of contact;

(c) business analyst – to understand requirements, help define operational process and provide direction to developers, should have an understanding of the Client's service desk application and operational process;

(d) developer/s - develop integration interface into service desk Web Services, should have an in-depth knowledge of XML syntax, HTTP protocols and the Client's service desk application, ensuring data is aligned between systems for integrated elements and defines the value mapping; and

(e) service desk agent/s - to assist the business analyst and to participate in user acceptance testing.

12.3 If the Client fails to make the resources available as per the Project Schedule or as reasonably required NTT may charge the Client an Additional Charge for changes required as a consequence of any ensuing delay.

13. Project Kick-off

NTT's obligations

13.1 At the Project kick-off meeting with the Client the parties must:

(a) review the Project Schedule using the *SSDI Project Schedule Template*;

(b) identify and discuss any dependencies, constraints, risks and issues;

(c) confirm Project Teams and agree roles and responsibilities;

(d) confirm stakeholders and escalation and communication paths; and

(e) gather any on-Site requirements (access, security, safety etc.) (if required).

13.2 The NTT Project Manager will send a copy of the minutes to the Client, and log any issues associated with delivering the Project, follow them through to resolution and ensure that the Project is kept informed of progress.

13.3 The Project kick-off meeting is held at a location or through a medium, and at a time agreed between the Client and NTT.

The Client's obligations

13.4 The Client must arrange a meeting room for Project kick-off meeting and ensure attendance by the required Client Project Team.

13.5 If the Client requires NTT to attend a Project kick-off meeting at a location which is more than 100 kilometres away from a NTT office, the Client must reimburse NTT for the travel and associated expenses that NTT incurs as a result.

14. Scope, Schedule and Processes

NTT's obligations

14.1 NTT must facilitate a workshop with relevant NTT and the Client's Project Team members to:

(a) agree the scope of the Project;

(b) agree the schedule including Project tasks, resources and duration in the Project Schedule using the *SSDI Project Schedule Template*; and

(c) define the target operational processes between the parties.

14.2 NTT will refine the scope, schedule and operational processes during the definition phase.

14.3 The scope, schedule and processes workshop is held at a location or through a medium, and at a time agreed between the Client and NTT.

The Client's obligations

14.4 The Client must arrange a meeting room for the scope, schedule and processes workshop and ensure attendance by the required Client Project Team.

14.5 If the Client requires NTT to attend a scope, schedule and processes workshop at a location which is more than 100 kilometres away from a NTT office, the Client must reimburse NTT for the travel and associated expenses that NTT incurs as a result.

Definition Phase

15. Business Process Overview Document

NTT's obligations

15.1 NTT must:

(a) define and document in an *SSDI Business Process Overview Document,* the operational processes that support the bi-directional service desk integration between the Client and NTT service desk application; and

(b) coordinate the review and approval of the *SSDI Business Process Overview Document* within NTT and the Client.

The Client's obligations

15.2 The Client must:

(a) assist NTT define and document the operational process in the *SSDI Business Process Overview Document*; and

(b) coordinate the review and approval of the *SSDI Business Process Overview Document* within the Client's organization.

16. Functional Specification Document

NTT's obligations

16.1 NTT must:

(a) define and document in an *SSDI Functional Specification Document the* functional requirements for both NTT and the Client. The contents of the *SSDI Functional Specification Document* will address requirements relating to:

(i) field mapping;

(ii) value mapping;

(iii) master data alignment including the Client's;

A. DUNs number;

B. Configuration Item IDs;

C. Configuration Item location IDs; and

D. contact IDs;

(iv) GSOA configuration;

(v) connectivity; and

(b) coordinate the review and approval of the *SSDI Functional Specification Document* within NTT and the Client.

The Client's obligations

16.2 The Client must:

(a) determine and document the Client's service desk application configuration requirements for inclusion in the *SSDI Functional Specification Document*;

(b) assist NTT define and document requirements in the *SSDI Functional Specification Document*; and

(c) coordinate the review and approval of the *SSDI Function Specification Document* within the Client's organization.

16.3 The Client acknowledges that:

(a) the accuracy of data recorded is subject to the aligned lookup fields in the *SSDI Field Mapping Template*; and

(b) successful master data alignment is reliant on the compatibility of both NTT and the Client's systems and associated processes.

17. Connectivity Design

NTT's obligations

17.1 NTT must:

(a) provide the Client with its exchange end points, security tokens and DUNS number;

(b) assist the Client to define and document in an *SSDI Client Information Template* how the Client and NTT will communicate utilizing NTT's standard interface; and

(c) coordinate the review and approval of the *SSDI Client Information Template* within NTT.

The Client's obligations

17.2 The Client must:

(a) provide NTT with its exchange end points, security tokens and DUNS number;

(b) define and document how the Client and NTT will communicate utilizing NTT's standard interface in the *SSDI Client Information Template*; and

(c) coordinate the review and approval of the connectivity requirements documented the *SSDI Client Information Template* within the Client's organization.

Build Phase

18. Test Environments

NTT's obligations

18.1 NTT must configure the NTT test environment, including the B2B testing environment, based on the *SSDI Functional Specification Document*.

The Client's obligations

18.2 The Client must:

(a) procure, build, deploy a suitable test environment if one is not available; and

(b) configure its test environment, based on the *SSDI Functional Specification Document.*

19. Connectivity Setup

NTT's obligations

19.1 For its test and production environment, NTT must:

(a) implement the connectivity; and

(b) implement the authentication method.

19.2 The connectivity implementations in clause **Error! Reference source not found.** may be d one in two phases, the testing environment connectivity first and the production environment connectivity closer to the deployment date.

The Client's obligations

19.3 For its test and production environment the Client must:

(a) implement the connectivity;

(b) implement the authentication method;

(c) configure the connectivity to queue transactions in case of network issues and deliver undelivered transactions once connectivity has been re-established in chronologic order; and

(d) remain responsible for any LAN/WAN and/or security modifications required in the Client's environment to enable electronic communications to be established.

19.4 The connectivity implementations in clause 19.3 may be done in two phases, the testing environment connectivity first and the production environment connectivity closer to the deployment date.

20. Interface Development

NTT's obligations

20.1 NTT must:

(a) implement the data translation tables within its test environment including:

(i) perform value mapping; and

(ii) perform master data alignment;

(b) complete the GSOA configurations on its test environment.

The Client's obligations

20.2 The Client must:

(a) develop and successfully unit test the Client interface;

(b) be responsible for the installation and/or configuration of application software not supplied by NTT; and

(c) be responsible for any LAN/WAN and/or security modifications required to enable the SSDI to function.

21. Data Preparation

NTT's obligations

21.1 NTT must:

(a) provide the Client with a Record of Entitlement for the Client to include its master data alignment information; and

(b) input the master data alignment information into the GSOA ready for testing.

The Client's obligations

21.2 The Client must provide NTT with a Record of Entitlement that includes its master data alignment information as listed in clause 16.1(a)(iii).

22. Test Plan

NTT's obligations

22.1 NTT must:

(a) define and document test cases in a *SSDI Functional Test Plan for* use during functional testing that cover:

(i) operational processes;

(ii) scenarios defined in the SSDI Field Mapping Template and SSDI Value Mapping Template; and

(iii) manual intervention; and

(b) coordinate the review and approval of the *SSDI Functional Test Plan* within NTT.

The Client's obligations

22.2 The Client must coordinate the review and approval of the *SSDI Functional Test Plan* within the Client's organization.

23. Technical Testing

Mutual obligations

23.1 NTT and the Client must perform technical testing and field mapping and data exchange works as defined in the *SSDI Functional Specification Document.*

24. Functional Testing

Mutual obligations

24.1 NTT and the Client must:

(a) perform functional testing as specified in the *SSDI Functional Test Plan;*

(b) complete all functional test cases successfully;

(c) test the interface, data and configurations; and

(d) perform any tuning identified as part of the functional testing to ensure the master data and GSOA configuration is ready for deployment to production.

25. Work Instructions and Training

NTT's obligations

25.1 NTT must develop work instructions and conduct training for its Service Desk agents that describe:

(a) how to manage integration transactions between the parties;

(b) the operational processes that support the bi-directional service desk integration between the Client's service desk application and NTT's GSOA; and

(c) the manual process to be utilized in the event of integration failure.

The Client's obligations

25.2 The Client must develop work instructions and conduct training for its service desk agents that describe:

(a) how to manage integration transactions between the parties;

(b) the operational processes that support the bi-directional service desk integration between the Client's service desk application and NTT's GSOA; and

(c) the manual process to be utilized in the event of integration failure.

Deployment

26. Readiness Assessment

Mutual obligations

26.1 Prior to confirming the deployment date (and before any internal change request is logged for approval) NTT and the Client must ensure all the following requirements are met:

(a) connectivity to production and test environments is in place and all developments, configuration and data setup on production has been completed by both parties;

(b) SSDI Business Process Overview Document completed and signed off by the Client;

(c) *SSDI Functional Specification Document* completed and signed off by the Client;

(d) SSDI Field Mapping Template and SSDI Value Mapping Template completed and signed off by the Client;

(e) master data is aligned between NTT and the Client and the ongoing data management approach documented and signed off with the Client;

(f) functional testing completed and signed off with the Client;

(g) work instructions completed and service desk agents trained on the SSDI; and

(h) operations handover to NTT and Client support teams is completed.

27. Operations Handover

NTT's obligations

27.1 NTT must provide its internal operation support team the following final and signed off documentation to facilitate any internal change management requirements and:

(a) SSDI Business Process Overview Document;

(b) work instructions;

(c) SSDI Field Mapping Template and SSDI Value Mapping Template; and

(d) Signed-off SSDI Functional Test Plan;

to perform operational handover.

The Client's obligations

27.2 The Client must coordinate any internal change management requirements.

28. Change Approval

Mutual obligations

28.1 NTT and the Client must:

(a) ensure its internal change management process has been adhered to; and

(b) agree on a deployment date and change window during Project Business Hours.

29. Deployment to Production

Mutual obligations

29.1 NTT and the Client must:

(a) configure the NTT GSOA production environment;

(b) configure the NTT B2B production environment;

(c) deploy integrations onto production environment;

(d) confirm master data is ready for use and aligned;

(e) migrate developments, data, routing and configurations onto the relevant production environments;

(f) deploy the interface, configuration, value mapping and master data to production and set up routing in the middleware; and

(g) after the operational readiness test has been completed, have the service desks sign off the integrations and officially activate the SSDI Service.

29.2 NTT and the Client should deploy the change to production at the same time however, if this is not possible, after the change has been deployed by either party and the operational readiness test completed, the integration must be disabled until such time as the parties are ready for integration.

Transition Phase

30. Early Life Support

Mutual obligations

30.1 For a period of two weeks, NTT and the Client must:

(a) monitor the SSDI exchange process for issues; and

(b) remediate any defects encountered.

31. Project Close Out

NTT's obligations

31.1 NTT must:

(a) organize a project closure meeting; and

(b) conduct a post implementation review.

SSDI Services

32. SSDI Services

NTT's obligations

32.1 Subject to clause 35, the SSDI Services comprise:

(a) Integrated Service Desk described in clause 33;

(b) ongoing change management described in clause 35; and

(c) ongoing SSDI support described in clause 36;

as more particularly detailed in the Record of Entitlement.

33. Integrated Service Desk

NTT's obligations

33.1 NTT must:

(a) provide the Service Desk function as implemented by the Project; and

(b) adhere to the SSDI Business Process Overview Document.

The Client's obligations

33.2 The Client must:

(a) adhere to the *SSDI Business Process Overview Document*; ensure that all information provided by the Client to NTT is accurate and complete; and

(b) continue to provide its Level 1 Service Desk as allowed for in the Agreement.

34. Change to Client Platform

The Client's obligations

34.1 The Client must not change its service desk platform, including the platform's hardware and software, in any way without informing NTT in advance of the change.

34.2 If the Client does change its platform and NTT has to alter the GSOA in order to continue to provide the SSDI Services, with the Client's prior agreement, NTT may charge the Client for all work and upgrades to the GSOA required as an Additional Charge.

35. Ongoing Change Management

NTT's obligations

35.1 NTT must:

(a) review the master data on a quarterly basis and advise the Client of any required updates identified;

(b) upon receipt of a master data variation from the Client, update the master data set in the GSOA;

(c) manage any future changes to the SSDI functionality based on new GSOA versions;

(d) ensure that there is sufficient capacity available in the B2B integration system to provide the SSDI;

(e) notify the Client of any changes to the integration or systems that will impact the on-going delivery of the service;

(f) notify the Client in advance of any maintenance work to be done that could impact the SSDI; and

(g) review, and where agreed to, action Change Requests required by clause 35.2(c) at an Additional Charge.

The Client's obligations

35.2 The Client must:

(a) review it master data regularly and advise NTT of any changes required;

(b) notify NTT of any changes that will affect the SSDI and master data variations;

(c) log a Change Request with the Service Desk, providing as much information as possible with regards to any other changes required to the SSDI; and

(d) notify NTT in advance of any maintenance work to be done that could impact the SSDI.

36. Ongoing SSDI Support

NTT's obligations

36.1 If NTT:

(a) notices any failure with the SSDI, NTT must notify the Client of the failure; or

(b) receives an Incident or Service Request relating to SSDI;

NTT must:

(a) perform an incident diagnosis where required;

(b) investigate and resolve incidents and problems;

(c) work with the Client's technical team to identify incidents, problems and resolutions;

(d) resolve incidents and problems associated with the SSDI as soon as possible within the GSOA;

(e) follow the Service Desk procedures as described in the Agreement; and

(f) revert to the documented and agreed manual process to be utilized in the event of integration failure.

The Client's obligations

36.2 If the Client notices any failure with the SSDI, the Client must:

(a) log an Incident, Change Request or Service Request with the Service Desk, providing as much information as possible with regard to the issue being experienced;

(b) follow the Service Desk procedures as described in the Agreement;

(c) work with NTT to identify incidents, problems and resolutions; and

(d) where required, implement resolutions as identified by NTT and the Client.

36.3 If there is a failure with the SSDI, for the duration of that failure the parties will revert to the documented and agreed manual process under the Agreement.

36.4 If the failure with the SSDI continues for more than three months, each party's obligations under this Appendix cease.

Exclusion

36.5 NTT's and the Client's internal business continuity processes are outside of the scope of the SSDI.