

**Services Contract IDA-CIP solution – Annex 10**

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**Services Contract IDA CIP Solution**

**Annex 10 – Governance organisation and communication tools**

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## Services Contract IDA-CIP solution – Annex 10

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### 1 Scope of the document

This Annex defines the organisational principles for the Services provided by Provider to the Clients in accordance with the Contract, focusing on the interface between Provider on the one hand and the Clients and Third Party Users on the other hand. It defines:

- The communication tools between the Provider and the Clients/Third Party Users in respect of operational matters;
- The terms in respect of meetings; and
- Specific staff to be made available by the Provider in the context of the Service performance.

The terms used in this Annex shall have the meaning attributed to them in **Annex 11 (Definition List)** to the Contract, unless provided expressly otherwise in this Annex.

### 2 Operational communication tools

#### 2.1 Communication between the Parties

Day to day operational communication concerning the Services is always executed through the communication channels described in this document. For the avoidance of doubt, the provisions of Article 12 of the Contract on notices for other contractual matters remain unaffected.

#### 2.2 Communication Tools

##### 2.2.1 E-mail communication

Email communication will be used to exchange information relevant for organizational purposes (e.g. providing reports, meeting invitations, minutes and other materials supporting exchange of information between the Parties), except as otherwise agreed between the Parties. For the avoidance of doubt, for the notification of issues, problems, Defects and Incidents, JIRA is the primary communication tool.

##### 2.2.2 Voice conference or physical meeting

Voice conferences or physical meetings can, unless otherwise agreed, be used to jointly discuss the scope of issues and changes with regard to the implementation and performance of the Services. All agreements made during the voice conferences or during physical meetings need to be confirmed by agreed written meeting minutes (during the meeting by displaying the minutes on the screen) and distributed to the Parties via e-mail communication channel. For the avoidance of doubt any change to the Contract shall only be done via formal amendment in accordance with Article 24.3 of the Contract.

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### 2.2.3 Tool for issue/problem/Incident Management

[Redacted]

## 3 Meetings

### 3.1 General

[Redacted]

[Redacted]

[Redacted]

### 3.2 IDA CIP Testing Group

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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### 3.3 IDA CIP Design Group

[Redacted text block]

## 4 Specific staff to be made available by Provider

Provider shall appoint competent sufficiently experienced and diligent staff members to perform the roles set forth hereafter. Appointment and replacement of staff members for the roles hereunder shall be subject to prior written approval of the Clients, which shall not be unreasonably withheld or delayed. In case of replacement of staff members Provider shall, at its own costs, ensure continuity of the Services.

The Clients may request replacement of staff members if, in the Clients' opinion, it is necessary for the good performance of the Services.

### 4.1 Provider's Account Manager

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#### 4.2 Provider’s Project Governance and Project Management

Provider shall assign sufficient and adequate human resources to ensure the governance and project management described in **Annex 3 (Specific Terms MH Services)**.

Provider shall appoint at least a senior profile as Project Manager whose task will be to:

[REDACTED]

#### 4.3 Provider Test Manager

Provider shall appoint a Test Manager whose task is to:

[REDACTED]

#### 4.4 Provider Functional Manager

Provider shall appoint a Functional Manager whose task is to:

[REDACTED]

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[REDACTED]