

Schedule 4.2 - Attachment G: All Services

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1	Planning	Prepare Strategic Plan	Prepare a three year strategic plan that aligns with the corporate business plan							
2			Establish business plans and identify priorities/focus				BCH		All Base Service Domains - All Towers	
3			Document mission, vision and guiding principles specific to related services and technology investments		ABSBC		BCH		All Base Service Domains - All Towers	
4			Document, communicate and implement a formal strategic planning process that is integrated with the MSA		BCH		BCH		All Base Service Domains - All Towers	
5			Identify Market Opportunities	BCH	BCH / ABSBC		BCH	BCH / ABSBC	All Base Service Domains - All Towers	
6			Plan and manage aggregate spend. Identification of aggregate vs. granular services/ activities				BCH		All Base Service Domains - All Towers	
7			Recommend new service innovations / technology service innovations	BCH			BCH-SP / ABSBC		All Base Service Domains - All Towers	
8			Confirm service/process plans map to business plans		BCH / ABSBC		BCH		All Base Service Domains - All Towers	
9			Document business benefits of service/process plans		ABSBC-SP		BCH		All Base Service Domains - All Towers	
10			Determine impact assessment of planned changes (people, technology and costs) - strategic horizon		BCH-SP / ABSBC		BCH		All Base Service Domains - All Towers	
11		Prepare Tactical Plan	Prepare a Tactical Plan annually - a one year plan allocating funding across all services							
12			Conduct annual planning meetings to understand forecasts - for services and service volumes		ABSBC		BCH		All Base Service Domains - All Towers	
13			Document and keep current the tactical planning cycle				BCH		All Base Service Domains - All Towers	
14			Re-examine and redefine workload drivers annually - from a business perspective - what planned business changes will drive out changed workloads		ABSBC		BCH		All Base Service Domains - All Towers	
15			Determine sourcing strategies for new projects / services		BCH / ABSBC	BCH	BCH	ABSBC	All Base Service Domains - All Towers	
16			Prepare Workplan (ISTIP)- Who / When etc...	BCH	ABSBC	BCH	BCH		All Base Service Domains - All Towers	
17			Prepare feasibility studies for new investments		ABSBC		BCH		All Base Service Domains - All Towers	
18			Map project requirements against business plans and directions				BCH		All Base Service Domains - All Towers	
19			Determine cost justification of new business/service proposals		ABSBC		BCH		All Base Service Domains - All Towers	
20			Allocate projected service costs against business units to the level of detail defined in the MSA		BCH	BCH	ABSBC		All Base Service Domains - All Towers	
21		Prepare Annual Budgets	Prepare annual budgets and manage all aspects of financial planning and service/process/ technology investment management							
22			Establish Capital budget development and management processes/cycles/ timeframes - document, communicate and steward to these processes				CIO LOB		All Base Service Domains - All Towers	
23			Establish Operating budget development and management processes/cycles/ timeframes - document, communicate and steward to these processes				LOB		All Base Service Domains - All Towers	
24			Prepare annual operating and capital budget	LOB	ABSBC		LOB		All Base Service Domains - All Towers	
25			Provide financial tracking, reporting and variance analyses per existing agreements		ABSBC / CIO	LOB	LOB CIO		All Base Service Domains - All Towers	
26			Provide information on ABSBC services to for BCH accruals and forecasting		ABSBC / CIO	LOB	ABSBC		All Base Service Domains - All Towers	
27			Manage billing of ABSBC services and administration of ABSBC Pricing and Rate Card information			LOB	ABSBC		All Base Service Domains - All Towers	
28			Prepare and manage all aspects of the reconciliation processes		ABSBC	LOB	LOB		All Base Service Domains - All Towers	
29		Prepare Operational Plans	Prepare and update Operational Plans for each area							
30			Document supporting resource plan	LOB		LOB	ABSBC		All Base Service Domains - All Towers	
31			Establish guidelines for service backlogs		LOB		BCH / ABSBC	LOB	All Base Service Domains - All Towers	
32	Policy Management	Formulate Policy	Assist in the formulation of policies, standards, and procedures for the development of strategic, tactical, and operational plans that enhance the use of information technology							

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33			Policies reviewed and revised as required		LOB		CIO LOB		All Base Service Domains - All Towers	
34			Estimate impact of recommended & mandated policy changes for impact		ABSBC		LOB		All Base Service Domains - All Towers	
35			Exceptions and policy violations escalated and reported		ABSBC		LOB		All Base Service Domains - All Towers	
36		Maintain Effectiveness of Processes	Creation and monitoring of key processes							
37			Document key processes as required by the MSA				BCH / ABSBC		All Base Service Domains - All Towers	
38			Monitor effectiveness of key processes as required by the MSA				BCH / ABSBC		All Base Service Domains - All Towers	
39	Business Recovery	Business Continuity Planning	Provide business disaster recovery planning for critical business processes							
40			Test and exercise BCP		ABSBC		LOB		All Base Service Domains - All Towers	
41			Apply interim operating plans				LOB		All Base Service Domains - All Towers	
42			Provide enterprise level co-ordination in recovery				CIO LOB		All Base Service Domains - All Towers	
43	Service Management	Request Management	Service Request Management - Provide a point of contact for receipt of requests for work - causing the requests to be executed, tracked, managed, reported and delivered							
44			Receive requests and confirm reception				ABSBC		All Base Service Domains - All Towers	
45			Log all requests				ABSBC		All Base Service Domains - All Towers	
46			Determine criticality of the request	BCH			ABSBC		All Base Service Domains - All Towers	
47			Prioritize the request				ABSBC		All Base Service Domains - All Towers	
48			Coordinate request scheduling with appropriate functions		LOB		ABSBC		All Base Service Domains - All Towers	
49			Notify requester of approval or rejection				ABSBC		All Base Service Domains - All Towers	
50			Initiate request processing				ABSBC		All Base Service Domains - All Towers	
51			Update request status				ABSBC		All Base Service Domains - All Towers	
52			Make changes to request process				ABSBC		All Base Service Domains - All Towers	
53			Report on requests				ABSBC		All Base Service Domains - All Towers	
54			Escalate/re-route requests as needed				ABSBC		All Base Service Domains - All Towers	
55			Complete requests				ABSBC		All Base Service Domains - All Towers	
56			Provide audit trail of request				ABSBC		All Base Service Domains - All Towers	
57			Provide effort/cost estimates for work execution	LOB		LOB	ABSBC		All Base Service Domains - All Towers	
58			Schedule and coordinate authorized client approval of the service requests				LOB		All Base Service Domains - All Towers	
59			Provide support to the client in defining requirements				ABSBC		All Base Service Domains - All Towers	
60			Log and track request status from initiation through to completion				ABSBC		All Base Service Domains - All Towers	
61			Return business benefit of work execution				LOB		All Base Service Domains - All Towers	
62			Obtain approve to proceed				LOB		All Base Service Domains - All Towers	
63			Assign/commit resources				BCH / ABSBC		All Base Service Domains - All Towers	
64			Track costs				ABSBC		All Base Service Domains - All Towers	
65			Measure performance				ABSBC		All Base Service Domains - All Towers	
66			Invoice - billing & backup			LOB	ABSBC		All Base Service Domains - All Towers	
67			Allocate Costs			LOB	ABSBC		All Base Service Domains - All Towers	
68			Provide Management Reporting - status and backlog etc - with detailed backup for billing per existing agreements			LOB	ABSBC		All Base Service Domains - All Towers	
69	Issue Management	Complaints Management	Provide a process for complaints for clients							
70			Escalate client complaints following the established escalation procedures			LOB	ABSBC		All Base Service Domains - All Towers	
71			Identify and execute follow-up actions				BCH / ABSBC		All Base Service Domains - All Towers	
72	Problem/ Incident Management	Problem/ Incident Management	Problem/Incident management is the process for identifying, recording, tracking, and correcting issues impacting service delivery, recognizing recurring incidents, addressing procedural issues and containing or minimizing the impact of incidents that occur (across all services)							

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73			Perform incident management tasks including monitoring, incident source identification, reporting, logging, tracking, resolution, communication and escalation as required		LOB		ABSBC		All Base Service Domains - All Towers	
74			Use standard incident management tools		LOB		ABSBC		All Base Service Domains - All Towers	
75			Define incident priority levels and associated escalation procedures			LOB	ABSBC		All Base Service Domains - All Towers	
76			Establish backup and recovery processes and procedures for critical functions, excluding the phone system		LOB		ABSBC		All Base Service Domains - All Towers	
77			Define indicators to monitor	LOB	LOB		ABSBC		All Base Service Domains - All Towers	
78			Define alert and paging processes and procedures	LOB	LOB		ABSBC		All Base Service Domains - All Towers	
79			Assign ownership and priority for each incident				ABSBC		All Base Service Domains - All Towers	
80			Record incidents including the nature of the incident, the impact and the resolution				ABSBC		All Base Service Domains - All Towers	
81			Collaboratively assign incident priority		LOB		ABSBC		All Base Service Domains - All Towers	
82			Maintain a list of client designated personnel to coordinate communications with in the event of incidents and escalations		LOB		ABSBC		All Base Service Domains - All Towers	
83			Follow a documented incident communication and escalation process based on the nature of the incident		LOB		ABSBC		All Base Service Domains - All Towers	
84			Immediately communicate incidents that are defined critical priority - severity 1 incidents				ABSBC		All Base Service Domains - All Towers	
85			Analyze incident database to identify repeat incidents and to determine training requirements				ABSBC		All Base Service Domains - All Towers	
86			Determine incident trends and establish proactive plans to eliminate root cause				ABSBC		All Base Service Domains - All Towers	
87			Review all open severity 1 incidents in formal incident reviews. Review all open severity 2 in informal reviews				ABSBC		All Base Service Domains - All Towers	
88			Review all incidents with missed target/implementation dates		LOB		ABSBC		All Base Service Domains - All Towers	
89			Review all Critical Incidents incidents that have occurred (e.g Sev 1 and Sev2) - understand root cause				ABSBC		All Base Service Domains - All Towers	
90			Address process compliance exceptions				ABSBC		All Base Service Domains - All Towers	
91			Confirm resources are being used effectively - qualified, skilled, available				ABSBC		All Base Service Domains - All Towers	
92			Confirm incident data is collected, analyzed, trended and reported routinely				ABSBC		All Base Service Domains - All Towers	
93			As soon as incident is identified, provide incident information to be logged in tracking tool.		BCH / ABSBC		BCH / ABSBC		All Base Service Domains - All Towers	
94	Managing Change	Change Management Process	Change Management is the process for the planning, testing, coordinating, implementing and monitoring changes affecting service delivery and the operating environments without adversely impacting service delivery.							
95			Confirm Effectiveness of the Change Management Process - regularly review and modify processes with intent to optimize effectiveness		LOB	LOB	ABSBC		All Base Service Domains - All Towers	
96			Determine the timing of planned service and/or process changes/minimize disruption to the client			LOB	ABSBC		All Base Service Domains - All Towers	
97			Define and assign roles and responsibilities for managing change		LOB		ABSBC		All Base Service Domains - All Towers	
98			Conduct formal change review meetings - log all changes/change status/schedules - decide whether to approve, reject or delay the planned change		LOB		ABSBC		All Base Service Domains - All Towers	
99			Notify end users of all planned changes				ABSBC		All Base Service Domains - All Towers	
100			Confirm changes are submitted to the Change Management Process			LOB	ABSBC		All Base Service Domains - All Towers	
101			Test all changes prior to implementation, confirm that acceptance criteria have been defined and backout plans are documented		LOB		ABSBC		All Base Service Domains - All Towers	
102			Provide a copy of the change plan to the client				ABSBC		All Base Service Domains - All Towers	
103			Changes must be initiated by completing/submitted a formal change request		LOB-SP		ABSBC		All Base Service Domains - All Towers	
104			All changes must be accompanied by go/no-go criteria which will be used to determine whether or not a change stays in production or is backed out and rescheduled		LOB		ABSBC		All Base Service Domains - All Towers	

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105			ABSBC will advise BC Hydro contact list of planned changes. BC Hydro will notify all other end users affected by these changes		ABSBC		BCH / ABSBC		All Base Service Domains - All Towers	
106			Authorized clients are advised of planned outages or change				ABSBC		All Base Service Domains - All Towers	
107			Key contact people are identified and information provided to ABSBC for communications and change approval				LOB		All Base Service Domains - All Towers	
108	Security	Security Management	Provide secure environment for the operations of BC Hydro							
109			Set Security Direction and Policies		ABSBC		LOB Corp		All Base Service Domains - All Towers	
110			In conjunction with the client develop Security Strategy, Plans, Architecture and Design		ABSBC		LOB Corp		All Base Service Domains - All Towers	
111			Develop and implement Procedures, Guidelines and Standards to support BC Hydro Security Policies	LOB Corp		BCH / ABSBC	ABSBC		All Base Service Domains - All Towers	
112			Establish and Operate Security Governance: -Establish and follow Roles and Responsibility in security management and operation -rules of engagement (or interaction) -Prioritization of issues and resource allocations -Issue resolution and escalation mechanisms		ABSBC	BCH / ABSBC	BCH / ABSBC		All Base Service Domains - All Towers	
113			Provide Security Awareness, Communications, Training and Education: Includes holding the Security Awareness Week / Hosting Security INTRANET Site / Distributing Security CDs / Designing and installing physical site security measures / confirm end-users understand and follow policies, procedures and guidelines			LOB Corp	BCH / ABSBC		All Base Service Domains - All Towers	
114			Manage Security Personnel: E.g Confirm trained and qualified personnel are assigned security tasks / Conduct background checks for those occupying security sensitive positions (current scope only provides for BOS Security personnel to have background checks conducted.) Pending change order for broader application will be mapped to this item once executed by the Parties				ABSBC			
115		Emergency preparedness plan	Emergency preparedness plan							
116			Provide liaison with BCH Management regarding impacts and restoration of electric services and Joint Venture services during major trouble events				ABSBC		All Base Service Domains - All Towers	
117			Pre-assign staff to liaison roles in the BC Hydro Corporate Emergency Centre (CEC)				ABSBC		All Base Service Domains - All Towers	
118			Make available for training and exercises on a regular (not less frequently than annual) basis staff pre-assigned to CEC (Corporate Emergency Centre) liaison roles.				ABSBC		All Base Service Domains - All Towers	
119			Provide training and exercise opportunities to pre-assigned staff for CEC Liaison roles.		BCH / ABSBC		Corp		All Base Service Domains - All Towers	
120	Relationship Management	Client Relationship Management	Promote and maintain general communications and contribute to client initiatives and implementation requests							
121			Understand the client environment, issues, goals and business drivers				BCH / ABSBC		All Base Service Domains - All Towers	
122			Confirm that the client needs and technology services are aligned				BCH / ABSBC		All Base Service Domains - All Towers	
123			Facilitate client awareness of products and services - including the management of service level expectations, costs and schedules				BCH / ABSBC		All Base Service Domains - All Towers	
124			Partner closely with clients on initiatives				BCH / ABSBC	End-Users	All Base Service Domains - All Towers	
125			Set realistic timetables				BCH / ABSBC		All Base Service Domains - All Towers	
126			Confirm that solutions are proactive, funded, aligned with customer needs and within budget				LOB		All Base Service Domains - All Towers	
127			Establish cost, resource and service level expectations for all initiatives				LOB	End-Users	All Base Service Domains - All Towers	
128			Provide liaison support to optimize the coordination of Corporate and Business Unit initiatives		CIO		LOB		All Base Service Domains - All Towers	
129			Act as ambassador, negotiator and interface between Business Unit leads and Service provider leads				LOB		All Base Service Domains - All Towers	

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130		Contract Management	Provide effective management of the MSA	X	X	X	X	X		
131			Confirm adequate training of resources in new skills required				LOB		All Base Service Domains - All Towers	
132			Provide reference tools such as the on-line procedures		ABSBC		LOB		All Base Service Domains - All Towers	
133			Provide security orientation				LOB		All Base Service Domains - All Towers	
134			Evaluate delivery against contract defined deliverables		ABSBC		LOB		All Base Service Domains - All Towers	
135			Communicate code of conduct expectations			Code of Conduct	LOB		All Base Service Domains - All Towers	
136		Manage Employees	Provide qualified and managed human resources	X	X	X	X	X		
137			Implement role specific orientation and training			LOB	ABS-SP		All Base Service Domains - All Towers	
138			Communicate & comply with BCH code of conduct expectations				ABSBC		All Base Service Domains - All Towers	
139			Adhere to BCH safety standards				ABSBC		All Base Service Domains - All Towers	
140			Provide security orientation				ABSBC		All Base Service Domains - All Towers	
141			Establish training Plans				ABSBC		All Base Service Domains - All Towers	
142	Facilities Management	Manage Facilities	Managing the facilities - physical security (ABSBC Managed Facilities)	X	X	X	X	X		
143			Review changes to security policies to understand impact and advise client of required changes to environment to align		LOB		ABSBC		All Base Service Domains - All Towers	
144			Conduct a routine security audit			BCH	ABSBC		All Base Service Domains - All Towers	
145			Provide physical security controls at facilities per existing agreements				ABSBC		All Base Service Domains - All Towers	
146			Capture and maintain audit records for a mutually agreed upon retention period for physical security only and per existing agreements				ABSBC		All Base Service Domains - All Towers	
147			Communicate physical security issues as soon as they are known				ABSBC		All Base Service Domains - All Towers	
148			Take appropriate corrective action to remedy security violations				ABSBC		All Base Service Domains - All Towers	
149	Third Party Contracts	Manage Third Party Contracts	Managing the ABSBC Managed BCH SAC Contracts (LPA Sch 17.1) whose costs are flowed through to BCH (as listed on AMSA Schedule 10.1 Appendix E)	X	X	X	X	X		
150		Define and set service level requirements	Consult and advise service owner on requirements for new or changes to existing services on financial, operational, contractual, reporting and governance areas	BCH		BCH	ABSBC		All Base Service Domains - All Towers	
151			Determine and set performance metrics and deliverables to meet service level targets and objectives			BCH	ABSBC		All Base Service Domains - All Towers	
152		Source and Negotiate	Source and Negotiate	X	X	X	X	X		
153			Execute Request For Proposal and Tendering Process where required (see Purchasing Tower RFP/Tendering Process on service activities and elements).				ABSBC		All Base Service Domains - All Towers	
154			Comply with BCH procurement requirements (Policies, Code of Conduct etc.).				ABSBC		All Base Service Domains - All Towers	
155			Assess, evaluate and recommend respondents				ABSBC		All Base Service Domains - All Towers	
156			Negotiate with vendor				ABSBC		All Base Service Domains - All Towers	
157			Seek inputs and communicate with BCH where appropriate				ABSBC		All Base Service Domains - All Towers	
158			Co-ordinate and communicate with BCH Contract Owner				ABSBC		All Base Service Domains - All Towers	
159		Approve and Execute Contract	Approve and Execute Contract	X	X	X	X	X		
160			Draft and review contract documents				ABSBC		All Base Service Domains - All Towers	
161			Obtain approval from BCH Contract Owner on Contracts (change, termination, etc)	BCH			ABSBC		All Base Service Domains - All Towers	
162			Liaise with BCH on key contractual terms (i.e. indemnification, guarantees).				ABSBC		All Base Service Domains - All Towers	
163			Execute the contract.				BCH / ABSBC		All Base Service Domains - All Towers	
164		Relationship Management	Relationship Management	X	X	X	X	X		
165			Maintain working relationship with vendor				ABSBC		All Base Service Domains - All Towers	
166			Communicate service, process, contacts for BCH Contract Owners				ABSBC		All Base Service Domains - All Towers	
167			Assist BCH service owner in communicating the service offering or changes.				ABSBC		All Base Service Domains - All Towers	

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168			Provide general contract liaison between BC Hydro and service provider				ABSBC		All Base Service Domains - All Towers	
169			Communication with vendor throughout the Sourcing to Pay Process (where applicable)				ABSBC		All Base Service Domains - All Towers	
170		Contract Management	Contract Management							
171			Maintain contract with vendor (compliance on terms and obligations).				ABSBC		All Base Service Domains - All Towers	
172			Evaluate, recommend and execute contract improvement opportunities including termination (where appropriate).	BCH			ABSBC		All Base Service Domains - All Towers	
173			Evaluate alternatives on a periodic basis				ABSBC		All Base Service Domains - All Towers	
174			Manage and mitigate stranded and termination costs				ABSBC		All Base Service Domains - All Towers	
175			Co-ordinate, assess, evaluate, recommend any add, change, delete, extend, or modifications to existing contract terms.	BCH			ABSBC		All Base Service Domains - All Towers	
176			Notify BCH contract owner and seek input / approval / execute where appropriate on a timely basis.		BCH		ABSBC		All Base Service Domains - All Towers	
177			Execute contract dispute resolution process (where necessary to resolve disputes and issues).				ABSBC		All Base Service Domains - All Towers	
178			Pay vendor for services rendered by payment due date, exercise early payment discounts where appropriate.				ABSBC		All Base Service Domains - All Towers	
179			Follow-up on all invoice discrepancies (billing errors and adjustments) on a timely manner				ABSBC		All Base Service Domains - All Towers	
180			Pay penalties, interest and other late payment fees. (Note - BCH is not financially responsible for late payment charges and penalties unless it is the cause for such levies.)				ABSBC		All Base Service Domains - All Towers	
181			Conduct contract review				ABSBC		All Base Service Domains - All Towers	
182			Notify BCH Contract owner the greater of [6 months] notice in advance of contract changes.				ABSBC		All Base Service Domains - All Towers	
183			For contract change, provide transition services to new vendor				ABSBC		All Base Service Domains - All Towers	
184		Manage Performance	Manage Performance							
185			Monitor service deliverables including timeliness and quality				ABSBC		All Base Service Domains - All Towers	
186			Address and rectify service deficiencies on a timely basis				ABSBC		All Base Service Domains - All Towers	
187			Meet and work with vendor to provide continuous service improvements				ABSBC		All Base Service Domains - All Towers	
188		Performance Reporting	Performance Reporting							
189			Enforce contract performance reporting requirements			BCH	ABSBC		All Base Service Domains - All Towers	
190			Communicate performance to BCH Contract Owner if required or requested			BCH	ABSBC		All Base Service Domains - All Towers	
191		Enquiries and User Support	Enquiries and User Support							
192			Respond to queries on services., contract from BCH Contract Owners on a timely basis				ABSBC		All Base Service Domains - All Towers	
193			Respond to service deficiencies complaints from BC Hydro Contract Owners				ABSBC		All Base Service Domains - All Towers	
194			Address and resolve customer satisfaction issues (BC Hydro Contract Owner) on services				ABSBC		All Base Service Domains - All Towers	
195			Provide expert advise to BC Hydro Contract Owner				ABSBC		All Base Service Domains - All Towers	