MODEL AGREEMENT FOR SERVICES SCHEDULES

SCHEDULE 2.2

PERFORMANCE LEVELS

Performance Levels

1. DEFINITIONS
	1. In this Schedule, the following definitions shall apply:

|  |  |
| --- | --- |
| “Available” | has the meaning given in Paragraph 1.1 of Part B of Annex 1; |
| “End User” | any person authorised by the Authority to use the IT Environment and/or the Services; |
| “Help Desk” | the single point of contact help desk set up and operated by the Supplier for the purposes of this Agreement; |
| “Non-Available” | in relation to the IT Environment or the Services, that the IT Environment or the Services are not Available; |
| “Performance Monitoring Report” | has the meaning given in Paragraph 1.1(a) of Part B; |
| “Repeat KPI Failure” | has the meaning given in Paragraph 3.1 of Part A; |
| “Service Availability” | has the meaning given in Paragraph 2 of Part B of Annex 1; |
| “Service Downtime” | any period of time during which any of the Services are not Available; and |

1. : Performance Indicators and Service Credits
2. PERFORMANCE INDICATORS
	1. Annex 1 sets out the Key Performance Indicators and Subsidiary Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services by the Supplier.
	2. The Supplier shall monitor its performance against each Performance Indicator and shall send the Authority a report detailing the level of service actually achieved in accordance with Part B.
	3. Service Points, and therefore Service Credits, shall accrue for any KPI Failure and shall be calculated in accordance with Paragraphs 2, 3 and 5.
3. SERVICE POINTS
	1. If the level of performance of the Supplier during a Service Period achieves the Target Performance Level in respect of a Key Performance Indicator, no Service Points shall accrue to the Supplier in respect of that Key Performance Indicator.
	2. If the level of performance of the Supplier during a Service Period is below the Target Performance Level in respect of a Key Performance Indicator, Service Points shall accrue to the Supplier in respect of that Key Performance Indicator as set out in Paragraph 2.3.
	3. The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure shall be the applicable number as set out in Annex 1 depending on whether the KPI Failure is a Minor KPI Failure, a Serious KPI Failure or a Severe KPI Failure, unless the KPI Failure is a Repeat KPI Failure when the provisions of Paragraph 3.2 shall apply.
4. REPEAT KPI FAILURES AND RELATED KPI FAILURES

Repeat KPI Failures

* 1. If a KPI Failure occurs in respect of the same Key Performance Indicator in any two consecutive Measurement Periods, the second and any subsequent such KPI Failure shall be a “Repeat KPI Failure”.
	2. The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure that is a Repeat KPI Failure shall be calculated as follows:

SP = P x 2

where:

SP = the number of Service Points that shall accrue for the Repeat KPI Failure; and

P = the applicable number of Service Points for that KPI Failure as set out in Annex 1.

*Worked example based on the following Service Points regime for Service Availability:*

|  |  |
| --- | --- |
| Service Availability Severity Levels | Service Points |
| Target Performance Level: 99.9% | 0 |
| Minor KPI Failure: 99.5%-99.9% | 20 service points accrued for Service Availability Performance Level between 99.5%-99.9%. Performance Level threshold (rounded to the nearest 0.1) |

*Example:*

*If the Supplier achieves Service Availability of 99.5% in a given Measurement Period, it will incur a Minor KPI Failure for Service Availability in that Measurement Period and accordingly accrue 20 Service Points (99.5% – 99.9%). If, in the next Measurement Period, it achieves Service Availability of 99.5%, it will incur a further Minor KPI Failure and accordingly accrue 20 Service Points (99.5% – 99.9%), but as the failure is a Repeat Failure, this amount is doubled and so the Supplier will incur 40 Service Points for the failure (i.e. SP = 20 x* *2). If in the next Measurement Period it achieves Service Availability of 99.5%, the Supplier will again incur 40 Service Points.*

1. PERMITTED MAINTENANCE
	1. The Supplier shall be allowed to book Service Downtime for Permitted Maintenance which shall take place between the hours and on the day specified in the Maintenance Schedule unless otherwise agreed in writing with the Authority.
2. SERVICE CREDITS
	1. Schedule 7.1 (*Charges and Invoicing*) sets out the mechanism by which Service Points shall be converted into Service Credits.
	2. The Authority shall use the Performance Monitoring Reports provided pursuant to Part B to verify the calculation and accuracy of the Service Credits (if any) applicable to each Service Period.
3. : Performance Monitoring
4. PERFORMANCE MONITORING AND PERFORMANCE REVIEW
	1. Within 10 Working Days of the end of each Service Period, the Supplier shall provide:
		* 1. a report to the Authority Representative which summarises the performance by the Supplier against each of the Performance Indicators as more particularly described in Paragraph 1.2 (the “Performance Monitoring Report”).
			2. NOT USED.

Performance Monitoring Report

* 1. The Performance Monitoring Report shall be in such format as agreed between the Parties from time to time and contain, as a minimum, the following information:

Information in respect of the Service Period just ended

* + - 1. for each Key Performance Indicator and Subsidiary Performance Indicator, the actual performance achieved over the Service Period, and that achieved over the previous 3 Measurement Periods;
			2. a summary of all Performance Failures that occurred during the Service Period;
			3. the severity level (where appropriate) of each KPI Failure which occurred during the Service Period and whether each PI Failure which occurred during the Service Period fell below the PI Service Threshold;
			4. which Performance Failures remain outstanding and progress in resolving them;
			5. for any Material KPI Failures or Material PI Failures occurring during the Service Period, the cause of the relevant KPI Failure or PI Failure and the action being taken to reduce the likelihood of recurrence;
			6. the status of any outstanding Rectification Plan processes, including:
				1. whether or not a Rectification Plan has been agreed; and
				2. where a Rectification Plan has been agreed, a summary of the Supplier’s progress in implementing that Rectification Plan;
			7. for any Repeat Failures, actions taken to resolve the underlying cause and prevent recurrence;
			8. the number of Service Points awarded in respect of each KPI Failure;
			9. the Service Credits to be applied, indicating the KPI Failure(s) to which the Service Credits relate;
			10. the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the Service Continuity Plan;
			11. relevant particulars of any aspects of the Supplier’s performance which fail to meet the requirements of this Agreement;
			12. such other details as the Authority may reasonably require from time to time; and

Information in respect of previous Service Periods

* + - 1. a rolling total of the number of Performance Failures that have occurred over the past six Service Periods;
			2. the amount of Service Credits that have been incurred by the Supplier over the past six Service Periods;
			3. the conduct and performance of any agreed periodic tests that have occurred in such Service Period such as the annual failover test of the Service Continuity Plan; and

Information in respect of the next Service Period

* + - 1. any scheduled Service Downtime for Permitted Maintenance and Updates that has been agreed between the Authority and the Supplier for the next Service Period.

Balanced Scorecard Report

* 1. NOT USED:
		+ 1. NOT USED;
			2. NOT USED;
			3. NOT USED;
			4. NOT USED;
			5. NOT USED;
			6. NOT USED;
			7. NOT USED;
			8. NOT USED.
	2. NOT USED
	3. The Parties shall attend the Service Management Board on a monthly basis (unless otherwise agreed) to review the Performance Monitoring Reports in accordance with Schedule 8.1 (*Governance*).
		+ 1. NOT USED;
			2. NOT USED;
			3. NOT USED.
	4. The Authority shall be entitled to raise any additional questions and/or request any further information from the Supplier regarding any KPI Failure and/or PI Failure.
1. PERFORMANCE RECORDS
	1. The Supplier shall keep appropriate documents and records (including Help Desk records, staff records, timesheets, training programmes, staff training records, goods received documentation, supplier accreditation records, complaints received etc) in relation to the Services being delivered. Without prejudice to the generality of the foregoing, the Supplier shall maintain accurate records of call histories for a minimum of 12 months and provide prompt access to such records to the Authority upon the Authority's request. The records and documents of the Supplier shall be available for inspection by the Authority and/or its nominee at any time and the Authority and/or its nominee may make copies of any such records and documents.
	2. In addition to the requirement in Paragraph 2.1 to maintain appropriate documents and records, the Supplier shall provide to the Authority such supporting documentation as the Authority may reasonably require in order to verify the level of the performance of the Supplier both before and after each Operational Service Commencement Date and the calculations of the amount of Service Credits for any specified period.
	3. The Supplier shall ensure that the Performance Monitoring Report (as well as historic Performance Monitoring Reports) and any variations or amendments thereto, any reports and summaries produced in accordance with this Schedule and any other document or record reasonably required by the Authority are available to the Authority on-line and are capable of being printed.
2. PERFORMANCE VERIFICATION
	1. The Authority reserves the right to verify the Availability of the IT Environment and/or the Services and the Supplier’s performance under this Agreement against the Performance Indicators including by sending test transactions through the IT Environment or otherwise.
3. : Key Performance Indicators and Subsidiary Performance Indicators
4. : Key Performance Indicators and Subsidiary Performance Indicators Tables

The Key Performance Indicators and Subsidiary Performance Indicators that shall apply to the Operational Services are set out below:

1. Key Performance Indicators

| **Key Performance Indicator No.**  | **Key Performance Indicator Title** | **Definition** | **Frequency of Measurement** | **Severity Levels** | **Target Performance Levels** | **Service Points** | **Publishable Performance Information** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| KPI1 | Service Availability | See Paragraph 1 and 2 of Part B of this Annex. | Monthly | Target Performance Level | 99.9% |  | Yes |
|  |  |  |  | Minor KPI Failure | 99.5%-99.9% | 20 Service Points. |  |
|  |  |  |  | Serious KPI Failure | 99%-99.5% | 50 Service Points. |  |
|  |  |  |  | Severe KPI Failure | 95%-99% | 100 Service Points. |  |
|  |  |  |  | KPI Service Threshold | <95% | 200 Service Points. |  |
| KPI2 | Fix Times  | See Paragraph 4 of Part B of this Annex. | Monthly | Target Performance Level | * **P1/P2:** Up to 1 hour.
* **P3/P4:** Up to 2 hours.
 |  | Yes |
|  |  |  |  | Minor KPI Failure | * **P1/P2:** Between 1 hour and 2 hours.
* **P3/P4:** Between 2 hours and 4 hours.
 | 1 Service Point per 1 minute over Target. |  |
|  |  |  |  | Serious KPI Failure | * **P1/P2:** Between 2 hour and 4 hours.
* **P3/P4:** Between 4 hours and 8 hours.
 | 1 Service Point per 1 minute over Target. |  |
|  |  |  |  | Severe KPI Failure | * **P1/P2:** Between 4 hour and 8 hours.
* **P3/P4:** Between 8 hours and 16 hours.
 | 1 Service Point per 1 minute over Target. |  |
|  |  |  |  | KPI Service Threshold | * **P1/P2:** Over 8 hours.
* **P3/P4:** Over 16 hours.
 | 1 Service Point per 1 minute over Target. |   |
| KPI3  | Help Desk Response Times | See Paragraph 5 of Part B of this Annex. | Monthly | Target Performance Level | Up to 1 minute |  | Yes |
|  |  |  |  | Minor KPI Failure | Between 1 and 5 minutes | 1 Service Point per minute over Target. |  |
|  |  |  |  | Serious KPI Failure | Between 5 and 10 minutes | 1 Service Point per minute over Target. |  |
|  |  |  |  | Severe KPI Failure | Between 10 and 30 minutes | 1 Service Point per minute over Target. |  |
|  |  |  |  | KPI Service Threshold | Over 30 mins | 1 Service Point per minute over Target. |  |
| KPI4  | Defect Fix Times | See Paragraph 6 of Part B of this Annex. | Monthly | Target Performance Level | For Service Incidents attributed to the Supplier System, the Supplier shall provide a Tested Package Fix within 5 Working Days. |  | Yes |
|  |  |  |  | Minor KPI Failure | For Service Incidents attributed to the Supplier System, the Supplier shall provide a Tested Package Fix within 7 Working Days. | 10 Service Points per day over Target. |  |
|  |  |  |  | Serious KPI Failure | For Service Incidents attributed to the Supplier System, the Supplier shall provide a Tested Package Fix within 10 Working Days. | 10 Service Points per day over Target. |  |
|  |  |  |  | Severe KPI Failure  | For Service Incidents attributed to the Supplier System, the Supplier shall provide a Tested Package Fix within 15 Working Days. | 10 Service Points per day over Target. |  |
|  |  |  |  | KPI Service Threshold | For Service Incidents attributed to the Supplier System, the Supplier shall provide a Tested Package Fix within 20 Working Days. | 10 Service Points per day over Target. |  |
| KPI5 | Problem Diagnosis Times | See Paragraph 7 of Part B of this Annex. | Monthly | Target Performance Level | Provision to the Authority of a report detailing the Root Cause Analysis of the Problem and the proposed resolution within 5 Working Days. |  | Yes |
|  |  |  |  | Minor KPI Failure | Provision to the Authority of a report detailing the Root Cause Analysis of the Problem and the proposed resolution within 7 Working Days. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | Serious KPI Failure | Provision to the Authority of a report detailing the Root Cause Analysis of the Problem and the proposed resolution within 10 Working Days. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | Severe KPI Failure  | Provision to the Authority of a report detailing the Root Cause Analysis of the Problem and the proposed resolution within 15 Working Days. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | KPI Service Threshold | Provision to the Authority of a report detailing the Root Cause Analysis of the Problem and the proposed resolution within 20 Working Days. | 5 Service Points per day over Target Performance Level. |  |
| KPI6 | Change Request Impact Assessments | See Paragraph 8 of Part B of this Annex. | Monthly | Target Performance Level | Impact Assessment complete within 20 Working Days. |  | No |
|  |  |  |  | Minor KPI Failure | Impact Assessment complete within 21 Working Days. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | Serious KPI Failure | Impact Assessment complete within 25 Working Days. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | Severe KPI Failure  | Impact Assessment complete within 27 Working Days. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | KPI Service Threshold | Impact Assessment complete within 30 Working Days. | 5 Service Points per day over Target Performance Level. |  |
| KPI7 | Virtual Library Completeness | See Paragraph 11 of Part B of this Annex. | Monthly | Target Performance Level | Within 5 Working Days of the specified Update Requirement. |  | No |
|  |  |  |  | Minor KPI Failure | Within 10 Working Days of the specified Update Requirement. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | Serious KPI Failure | Within 15 Working Days of the specified Update Requirement. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | Severe KPI Failure  | Within 20 Working Days of the specified Update Requirement. | 5 Service Points per day over Target Performance Level. |  |
|  |  |  |  | KPI Service Threshold | Within 30 Working Days of the specified Update Requirement. | 5 Service Points per day over Target Performance Level. |  |

1. Subsidiary Performance Indicators

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Subsidiary Performance Indicator Title** | **Definition** | **Frequency of Measurement** | **Severity Levels**  | **Target Performance Levels** | **Publishable Performance Information** |
| SPI1 | Service Requests | See Paragraph 9 of Part B of this Annex. | Monthly | Target Performance Level | Within 2 Working Days of receipt. | No |
|  |  |  |  | Minor KPI Failure | Within 3 Working Days of receipt. |  |
|  |  |  |  | Serious KPI Failure | Within 5 Working Days of receipt. |  |
|  |  |  |  | Severe KPI Failure  | Within 7 Working Days of receipt. |  |
|  |  |  |  | KPI Service Threshold | Within 10 Working Days of receipt. |  |

OPTIONAL SERVICES – NOT USED

1. : Definitions
2. AVAILABLE
	1. The IT Environment and/or the Services shall be Available when:
		* 1. End Users are able to access and utilise all the functions of the Supplier System and/or the Services; and
			2. the Supplier System is able to process the Authority Data and to provide any required reports within the timescales set out in the Services Description (as measured on a 24 x 7 basis); and
			3. all Performance Indicators other than Service Availability are above the KPI Service Threshold.
3. SERVICE AVAILABILITY
	1. Service Availability shall be measured as a percentage of the total time in a Service Period, in accordance with the following formula:

Service Availability % = $\frac{\left(MP-SD\right) ×100}{MP}$

where:

MP = total number of minutes, excluding Permitted Maintenance, within the relevant Service Period; and

SD = total number of minutes of Service Downtime, excluding Permitted Maintenance, in the relevant Service Period.

* 1. When calculating Service Availability in accordance with this Paragraph 2:
		+ 1. Service Downtime arising due to Permitted Maintenance that is carried out by the Supplier in accordance with Clause 9.4 (*Maintenance*) shall be subtracted from the total number of hours in the relevant Service Period; and
			2. Service Points shall accrue if:
				1. any Service Downtime occurs as a result of Emergency Maintenance undertaken by the Supplier; or
				2. where maintenance undertaken by the Supplier exceeds those set out in the set out in the Maintenance Schedule in any Service Period.
1. NOT USED
2. **INCIDENT** **FIX TIMES**
	1. The “Fix Time” of a Service Incident is the period from the time that the Service Incident has been reported to the Supplier to the point of its Resolution and “Resolution” means in relation to a Service Incident either:
		* 1. the root cause of the Service Incident has been removed and the Services are being provided in accordance with the Services Description and Service Levels; or
			2. the Authority has been provided with a workaround in relation to the Service Incident deemed acceptable by the Authority.
	2. Fix Times for Priority 2 Service Incident, Priority 3 Service Incident and Priority 4 Service Incident shall be measured in Operational Hours.

*Worked example:* if the Operational Hours for a fault are 0830-1730, then the clock stops measuring Fix Time at 1730 in the evening and restarts at 0830 the following day.

* 1. Fix Times for Priority 1 Service Incidents shall be measured 24x7.
	2. The Supplier shall measure Fix Times as part of its service management responsibilities and report periodically to the Authority on Fix Times as part of the Performance Monitoring Report.
	3. For the purposes of this Paragraph 4, the following expressions shall have the meanings set opposite them below:

|  |  |
| --- | --- |
| “Operational Hours” | In relation to any Service, the hours for which that Service is to be operational as set out in Schedule 1 (*Definitions*); |
| “Service Incident” | a reported occurrence of a failure to deliver any part of the Services in accordance with the Authority Requirements or the Performance Indicators; |
| “Priority 1 Service Incident” (P1) | a Service Incident which, in the reasonable opinion of the Authority:1. constitutes a loss of the Service which prevents a large group of End Users from working;
2. has a critical impact on the activities of the Authority;
3. causes significant financial loss and/or disruption to the Authority;
4. results in any material loss or corruption of Authority Data;
5. constitutes a Breach of Security which has the potential to cause the degradation of Services for all End Users; or
6. causes or is likely to cause significant reputational impact to the Authority and/or severely damages or is likely to damage public confidence in the Government;

*Non-exhaustive examples:** a loss of power to a data centre causing failure of Services;
* a failure of the Services to provide user authentication service;
* outages or non-availability of any bathing water related Datasets, APIs or Apps during May to September in each Contract Year;
* outages or non-availability of any flood related Datasets, APIs or Apps when a flood alert, flood warning or severe flood warning is in force;
* outages or non-availability of any near-real time telemetry APIs for river and groundwater levels, flow rates, rain gauges, and/or tide gauges when a flood alert, flood warning or severe flood warning is in force; or
* outages or non-availability of any web proxy Software used to manage URIs;
 |
| “Priority 2 Service Incident” (P2) | a Service Incident which, in the reasonable opinion of the Authority has the potential to:1. have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available;
2. have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available;
3. cause a financial loss and/or disruption to the Authority which is more than trivial but less severe than the significant financial loss described in the definition of a Priority 1 Service Incident; or
4. be categorised as a Breach of Security which is serious but not critical and which has the potential to impact a business group of Users, disrupt non-essential services, breach network security policy, or adversely affect the reputation of Government bodies and services;

*Non-exhaustive examples:** corruption of organisational database tables;
* loss of ability to update Authority Data; or
* outages or non-availability of any Datasets, APIs or Apps related to:
	+ administrative boundaries;
	+ flood alert areas;
	+ flood warning areas;
	+ flood map for planning;
	+ historic flood maps;
	+ recorded flood outlines;
	+ risk of flooding from rivers and sea;
	+ risk of flooding from reservoirs;
	+ spatial flood defences;
 |
| “Priority 3 Service Incident” (P3) | a Service Incident which, in the reasonable opinion of the Authority has the potential to:1. have a major adverse impact on the activities of the Authority which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the Authority; or
2. have a moderate adverse impact on the activities of the Authority;
3. to be categorised as a Breach of Security which is not critical or serious and which can be handled by local IT and security offices. These Service Incidents do not typically impact IT services such as unsuccessful denial-of-service attacks or the majority of network monitoring alerts;

*Non-exhaustive example:** inability to access data for a class of customers;
 |
| “Priority 4 Service Incident” (P4) | a Service Incident which, in the reasonable opinion of the Authority has the potential to have a minor adverse impact on the provision of the Services to End Users*Non-exhaustive example:** inability to access data for a single customer;
* spelling error; or
* misalignment of data on screen display.
 |

1. HELP DESK RESPONSE TIMES
	1. Measurement of Help Desk response times will be based on the time taken for a Help Desk operative to answer a call during Operational Hours. Calls receiving an automated response or placed into a queuing system shall be deemed not to have been answered.
	2. The Supplier shall monitor the Help Desk response times and shall provide the results of such monitoring to the Authority in accordance with the provisions of Part B of this Schedule.
2. **DEFECT FIX TIMES**
	1. For the purposes of this Paragraph 6, the following expressions shall have the meanings set opposite them below:

|  |  |
| --- | --- |
| “Tested Package Fix” | an update provided by the Supplier to rectify a Defect in the Supplier System which:(a) fully resolves the root cause of the Defect; (b) does not generate another Supplier attributable Defect;(c) does not generate a Defect that could have been reasonably foreseen; and (d) does not generate a Defect in the systems of the Authority or Other Suppliers that could have been reasonably foreseen; |
| “Defect” | 1. any error or failure of code within the Software which causes the Supplier System to malfunction or to produce unintelligible or incorrect results;
2. any failure of the Supplier System to provide the performance, features and functionality specified in the Authority Requirements; or
3. any failure of the Supplier System to operate in conjunction with or interface with any other systems in order to provide the performance, features and functionality specified in in the Authority Requirements.
 |

1. **PROBLEM DIAGNOSIS TIMES**
	1. For the purposes of this Paragraph 7, the following expressions shall have the meanings set opposite them below:

|  |  |
| --- | --- |
| “Problem” | the cause of one or more Services Incidents; |
| “Root Cause Analysis” | a method of problem solving used for identifying the root causes of Service Incidents or Problems. |

* 1. Measurement of problem diagnosis will be based on the time taken for the Supplier to enter a Problem in the ITSM Toolset (manually or otherwise) to the completion of a Root Cause Analysis.
	2. The Supplier shall monitor the Problem diagnosis times and shall provide the results of such monitoring to the Authority in accordance with the provisions of Part B of this Schedule.
1. CHANGE REQUEST IMPACT ASSESSMENTS
	1. Measurement of Change Request Impact Assessments will be based on the time taken from the issuance of the Change Request (from either the Authority or the Supplier) to receipt of the Impact Assessment to the Authority, in accordance with Schedule 8.2 (*Change Control Procedure*) paragraph 4 (*Change Request*).
2. SERVICE REQUESTS
	1. The Supplier shall measure and record all fulfilment times for all Service Requests. For the purposes of calculating the performance of the Supplier in their fulfilment of Service Requests, the Supplier shall calculate the fulfilment time for each Service Request based on the time taken from the receipt of the Service Request by the Supplier until fulfilment of the Service Request by the Supplier.
	2. For the purposes of this Paragraph 9, the following expressions shall have the meanings set opposite them below:

|  |  |
| --- | --- |
| “Service Request” | a pre-defined and standardised activity agreed by the Authority to be supplied as part of the Supplier’s service catalogue. Examples include Access Management requests, requests for information or guidance, requests for amended user permissions, requests for access to a pre-existing system or an additional module or feature, and responding to complaints or compliments. |

1. NOT USED
2. VIRTUAL LIBRARY COMPLETENESS
	1. The Virtual Library shall be complete where all of the information required under Schedule 8.4 (*Reports and Records Provisions*) Annex 3 (*Virtual* *Library*) has been uploaded to the Virtual Library in accordance with Paragraph 3 of that Schedule and the Update Requirement set out in Schedule 8.4 (*Reports and Records Provisions*) Annex 3 (*Records to Upload to Virtual Library*).
3. NOT USED