**KEY PERFORMANCE INDICATORS (KPI) AND SERVICE CREDITS**

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| **Key Performance Indicator** | **Service Credit** |
| System availability 98% per annum - Website outage report to fix within 2 full working days | £75 per event where report to fix is not delivered plus refund of daily support costs for total period of outage (daily support cost = annual support costs / 365 days per annum) |
| 7 day notice to be provided in event of planned system downtime – planned outage to be in non-core hours (e.g. 1900hr to 0700hrs) | £75 per event unplanned outage plus refund of daily support costs for total period of outage (daily support cost = annual support costs / 365 days per annum) |
| Response to technical request (Critical) - Report to fix – 2 full working days | £75 per event where report to fix is not delivered within target time plus refund of daily support costs for total period of outage (daily support cost = annual support costs / 365 days per annum) |
| Response to technical requests (non-Critical)* Acknowledgement by end of next working day.
* General advice via helpdesk / portal within 3 days
* Substantive response within 7 working days.

Where it is considered that further research is required to support providing a substantive response within 3 working days provide an estimated timeframe around response (typically a full response is to be provided by no later than 10 working days) – to be in agreement with client and evidenced as to reasons for additional time. | £75 per event where report to fix is not delivered within target time plus refund of daily support costs for total period of outage (daily support cost = annual support costs / 365 days per annum) |