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| --- | --- | --- | --- |
|  | Good | Approaching Target | Requires Improvement |
| KPI 1:The Tool will deliver target uptime availability between 8am-5pm Monday – Friday  | 99.9% | 99% | 98% |
| KPI 2:The Supplier delivers uptime availability on contingency service during the core day 8am-5pm Monday – Friday  | 99.9% | 99% | 98% |
| KPI 3:Priority calls:Priority calls are responded to within their set timeframe.  | 99.9% | 99% | 98% |
| KPI 4:Priority calls:Issues raised in Priority Calls are resolved within their set timeframe.  | 99.9% | 99% | 98% |
| KPI 5: Respond to escalations from the Core Ed supplier relating to the Tool content within 2 working days | 99.9% | 99% | 98% |

**Definitions**

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| --- | --- | --- | --- |
| **Priority Level** | **Rating**  | **Incident Definition**  | **Timeframe** |
| **1 (“P1”)** | Critical | A fault exists that results in a total loss of service or functionality affecting the entire estate, whole site or a whole system/service. May include an Incident which, in the reasonable opinion of the Authority:* 1. An incident prevents End Users from working or accessing the Contractor System; or
	2. has a critical impact on the activities of the Authority; or
	3. causes significant financial loss and/or disruption to the Authority; or
	4. results in any material loss or corruption of Authority Data; or
	5. there is no workaround possible other than manual processes.
 | Responded to: 2 hoursResolved: 4 hours |
| **2 (“P2)** | Major | A fault exists that results in a partial loss of service or functionality across the estate or within a significant user population.May include an Incident which, in the reasonable opinion of the Authority:Cause partial loss or intermittent disruption to one significant business system/service/process with low volumes; orCause partial loss or intermittent disruption to one significant business system/service/process where Customers and/or End Users are affected; orCause partial loss or intermittent disruption to one or more non-critical business system/service/process; orHave a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available; orCause a financial loss and/or disruption to the Director or a Relevant Third Party which is more than trivial but less severe than the significant financial loss described in the definition of a P1 Incident. | Responded to: 4 hoursResolved: 8 hours |
| **3 (“P3”)** | Normal | A fault exists that results in a partial loss of service or functionality with no immediate business impact or services can continue to be offered via a different channel.May include an Incident which, in the reasonable opinion of the Authority:* 1. Cause partial loss or intermittent disruption to one or more non-critical business system/service/process which;
	2. 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
	3. have a moderate adverse impact on the activities of the Authority.
 | Responded to: 1 dayResolved: 2 days |
| **4 (“P4”)** | Low | An incident which, in the reasonable opinion of the Authority has the potential to:1. cause partial loss or intermittent disruption to a single, non-critical systems/service/process that does not impact Customers and/or Users; or
2. have a minor adverse impact on the provision of the Services on third parties including a Relevant Third Party Supplier; or
3. an incident comprising a flaw which is cosmetic and as such does not undermine any Customer and/or User’s confidence in the information being displayed.
 | Responded to: 2 daysResolved: 4 days |
| **5 (“P5”)** | Low | General enquiry |  |