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|  |   | **Performance Shortfall** | **KPI Target** |
| **Key Performance Indicators** | **Applicable proportion of QPP** | **KPI% Weighting** | **Performance Failure** | **Minor (33%)** | **Medium (67%)** | **Major (100%)** | **Good** | **Approaching Target** | **Requires Improvement** |
| **KPI 1** | The tool will deliver target uptime availability between 8am-5pm Monday – Friday  |  Yes | 20%  | Failure to ensure the tool is available according to desired uptime | 0.9% | 1.0% | ≥2% | 99.90% | 99% | 98% |
| **KPI 2** | The Supplier delivers uptime availability on contingency service during the core day 8am-5pm Monday – Friday  |  Yes |  20% | Failure to ensure the contingency service is available according to desired uptime | 0.9% | 1.0% | ≥2% | 99.90% | 99% | 98% |
| **KPI 3** | Priority calls: Priority calls are responded to within their set timeframe.  |  Yes |  20% | Failure to respond to calls within the prescribed timescales | 0.9% | 1.0% | ≥2% | 99.90% | 99% | 98% |
| **KPI 4** | Priority calls: Issues raised in Priority Calls are resolved within their set timeframe.  |  Yes |  20% | Failure to successfully fix issues within the prescribed timescales | 0.9% | 1.0% | ≥2% | 99.90% | 99% | 98% |
| **KPI 5** | Respond to queries / escalations from the Core Education Providers via the Authority relating to issues with the tool content within 2 Working Days  |  Yes |  20% | Failure to respond to escalations within the prescribed timescales | 0.9% | 1.0% | ≥2% | 99.90% | 99% | 98% |