|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | | | | **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% |