

## Order Form Attachment 4: Service Levels and Service Credits

In this Attachment 4, the following definitions shall apply:

<b>“CMDB”</b>	means a database used to store configuration records throughout their lifecycle. The CMDB also maintains the relationships between configuration records.
<b>“Incident”</b>	means an unplanned interruption or reduction in quality of an IT service (a Service Interruption).
<b>“Incident Resolution”</b>	means an action taken to repair the root cause of an incident, or to implement an accepted workaround to restore an operational state where services and configuration Items are performing within their agreed service and/or operational level.
<b>“IVR”</b>	means the Interactive Voice Response (IVR) which is the recorded message providing automated options to users contacting the Service Desk by telephone.
<b>“P1 Incident”</b>	<p>means failure or unavailability of a Service or enabling systems that are relied upon to deliver the Service that in the opinion of the Buyer:</p> <ul style="list-style-type: none"> <li>a. constitutes a complete loss of use of the Service;</li> <li>b. has a critical impact on the activities of the Buyer;</li> <li>c. causes significant financial loss and/or disruption to the Buyer;</li> <li>d. results in any material loss or corruption of Buyer Data;</li> <li>e. constitutes a Breach of Security which has the potential to cause the degradation of Services for all End Users;</li> <li>f. is a critical breach of network security; or</li> <li>g. causes or is likely to cause significant reputational impact to the Buyer and/or severely damages or is likely to damage public confidence in the Government.</li> </ul>
<b>“P2 Incident”</b>	<p>means failure or partial unavailability (or significant risk of such unavailability) of a Service or enabling systems that are relied upon to deliver the Service that in the opinion of the Buyer:</p> <ul style="list-style-type: none"> <li>a. is a loss of functionality or a reduction in performance of a Service which does not render the Service unavailable but which reduces the productivity of one or more End Users;</li> </ul>

	<ul style="list-style-type: none"> <li>b. has a major (but not critical) adverse impact on the activities of the Buyer and no workaround acceptable to the Buyer is available;</li> <li>c. causes a financial loss and/or disruption to the Buyer which is more than trivial but less severe than the significant financial loss described in the definition of a P1 Incident;</li> <li>d. is a Breach of Security breach which is serious but not critical and which has the potential to impact a business group of End Users, disrupt non-essential services, breach network security policy, or adversely affect the reputation of Government bodies and services.</li> </ul>
<b>“P3 Incident”</b>	<p>means failure or partial unavailability of a Service that in the opinion of the Buyer:</p> <ul style="list-style-type: none"> <li>a. moderately impacts a single End User through unavailability, loss of functionality or a reduction in performance of a Service or the failure of a device;</li> <li>b. is a Breach of Security which is not critical or serious and which can be handled by local IT and security offices. These incidents do not typically impact IT services such as unsuccessful denial-of-service attacks or the majority of network monitoring alerts.</li> </ul>
<b>“P4 Incident”</b>	<p>means Failure or partial unavailability of a Service that in the opinion of the Buyer is:</p> <ul style="list-style-type: none"> <li>a. a single End User reported incident that has only a cosmetic impact and as such, does not undermine the End User’s productivity, or confidence in the accessed information or data;</li> <li>b. a Breach of Security which is not critical or serious and which is in general considered to be part of normal IT support operations. These incidents would include receipt of an isolated spam or anti-virus alert;</li> <li>c. minor computer hardware failure, loss of network connectivity to a peripheral device or loss of access to an external, non-essential service.</li> </ul>
<b>“Resolution Plan”</b>	<p>means a plan for action taken to repair the root cause of an incident or problem, or to implement a workaround.</p>
<b>“Security Incident”</b>	<p>means an occurrence that results in actual or potential jeopardy to the confidentiality, integrity, or availability of an information system or the information the system processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security procedures, or acceptable use policies.</p>
<b>“Self Service Portal”</b>	<p>means the Service Portal module within the ITSM Tool referred to internally as MyIT.</p>

<b>“Service Availability”</b>	The ability of a configuration item or IT service to perform its agreed function when required.
<b>“Service Requests”</b>	A formal request from a user for something to be provided – for example, a request for a peripheral; to reset a password; or to provide a device for a new user.
<b>“Service Tier”</b>	means the tier allocated to the Service being either a Tier 1 Service or a Tier 2 Service.
<b>“Service Unavailability”</b>	downtime of a service or Configuration Item outside of that agreed with the Buyer.
<b>“Service Hours”</b>	For Tier 1 Services: means 24 hours daily on every day of the year – 24 x 7 x 365 For Tier 2 Services: means 07:00hrs to 19:00hrs Monday to Friday excluding statutory national holidays in England and Wales
<b>“Tier 1 Services”</b>	Service Desk (inc Telephony), Single Sign On, Hybrid Exchange, Application Packaging, Virtualisation, Deployment & Support and M365
<b>“Tier 2 Services”</b>	Any other Service not defined under Tier 1 Services and as may be notified by the Buyer from time to time.
<b>“Web Chat”</b>	means the agent chat module within the ITSM Tool referred to internally as MySupport.

**Table A: Service Levels and Service Credits**

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Contact Handling - WebChat ( <b>EUS- S001</b> )	Contact Handling	Web Chat response time will be measured and reported during the Service Hours using the Buyer's ITSM Tool. The response time will be measured as the elapsed time in seconds between the End User initiating a chat request and a Service Desk agent responding and reported as the arithmetic mean of the response time in seconds by the Supplier's personnel to all End User Web Chat contacts. Each time to be that of the time in seconds taken from the time an End User initiates a chat request to the time that the Supplier responds to the End User as captured by the relevant time stamp in the Buyer's ITSM Tool.	$\leq 60$ seconds	$\geq 10$ minutes	0.02% per second lower than the Service Level Performance Measure.  For the purposes of the Service Credit calculation the unit of measurement for Z is seconds.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Contact Handling - SelfService (EUS- S002)	Contact Handling	Self-Service Portal response time will be measured and reported during the Service Hours using the Buyer's ITSM Tool. The response time will be measured as the elapsed time in minutes between the user initiating a Self-Service Portal contact and a Service Desk agent responding and reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all End User's Self-Service Portal contacts. Each time to be that of the time in minutes taken from the time an End User initiates a Self-Service Portal contact to the time in minutes that the Supplier personnel responds to the End User as captured by the relevant time stamp in the Buyer's ITSM Tool	≤ 60 minutes	≥10 hours	0.02% per minute over the Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is minutes.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Contact Handling - Email ( <b>EUS-S003</b> )	Contact Handling	Email response time will be measured and reported during the Service Hours using the Buyer's ITSM Tool. The response time will be measured as the elapsed time in minutes between receipt of an email from End User to the Service Desk central mailbox and a Service Desk agent responding and reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all End User email contacts. Each time to be that of the time in minutes taken from the time of receipt of an End User email to the time that the Supplier responds to the End User as captured by the relevant time stamp in the Buyer's ITSM Tool.	≤ 60 minutes	≥10 hours	0.02% per minute over the Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is minutes.

Telephony - Answer (EUS-S004)	Telephony	<p>Speed to answer will be measured and reported during the Service Hours using the Supplier's telephony system. The answer speed will be measured as the elapsed time in seconds between the call being delivered to a queue following any recorded messages and IVR selection and a Service Desk agent answering the call. Reported as % calculated from the sum of all telephone contacts recorded by the Supplier's telephony system answered after any recorded message in the defined time of 20 seconds.</p> <p>1. Formula <math>(CA20 / TCA) \times 100</math> with CA20 being the number of calls answered within 20 seconds (excluding the time taken by messaging or automatic voice response tools) within the Service Period, and TCA being the total number of calls answered within the Service Period</p> <p>Example: <math>15000 / 17000 \times 100 = 88\%</math></p>	≥80% of calls answered within 20 seconds	≤50% of calls answered within 20 seconds	<p>0.08% per 0.1% lower than the Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>
Telephony - Abandonment (EUS-S005)	Telephony	<p>The abandon rate will be measured and reported during the Service Hours using the Supplier's telephony system. A call will be considered abandoned when a user disconnects after the 20-second target answer period and before the call is answered by a Service Desk agent. % calculated from the sum of all telephone contacts recorded by the Supplier's telephony system and then abandoned after any</p>	≤4%	≥15%	<p>0.2% per 0.1% above the Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
		<p>recorded message and the time defined in EUS-S004 (being 20 seconds).</p> <p>1. Formula <math>(AC / TC) \times 100</math> with AC being the total number of abandoned calls within the Service Period, and TC being the sum of all telephone contacts recorded by the Supplier's telephony system</p>			



Customer Satisfaction - Achievement ( <b>EUS-S006</b> )	Customer Satisfaction	<p>End User satisfaction will be measured and reported during the Service Hours using end user survey data in the Buyer's ITSM Tool. % calculated and based on the survey returns from End Users sampled and specifically surveyed for the satisfaction rating of the Supplier's Services.</p> <p>Surveys shall have the following scoring metrics.</p> <p>1 - Very Unsatisfied</p> <p>2 - Unsatisfied</p> <p>3 - Satisfied</p> <p>4 - Very Satisfied</p> <p>The percentage shall be calculated as:</p> <p>Formula <math>(AS / TS) \times 100</math></p> <p>AS= the aggregate score of the sample survey responses</p> <p>TS=The total number of survey responses sampled</p>	≥87.5% of End User survey returns from those sampled responding with an average core of 3 - satisfied or above	≤ 50% of sampled contacts at 3 – satisfied or above	<p>0.20% per whole percentage point lower than the Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>
Service Availability - Tier 1 24/7 ( <b>EUS-S007</b> )	Service Availability	<p>Service Availability shall be calculated using the following formula:</p> <p>Service Availability % = <math>((MP - SD) \div MP) \times 100</math></p> <p>where: MP = Total number of Service Availability minutes within the relevant Service Period ; and SD = Total sum of</p>	≥99.99%	≤99.90%	2.00% per 0.01% lower than the Service Level Performance Measure

		<p>minutes of Service Unavailability in the relevant Service Period</p> <p>In addition when calculating Service Availability:</p> <p>(a) Service Unavailability arising due to permitted maintenance that is carried out in accordance with the agreed maintenance schedule shall be subtracted from both the total number of Service Availability (MP) and Service Unavailability (SD) minutes in the relevant Service Period. Any (a) maintenance outside of scheduled permitted maintenance and/or (b) Service Unavailability caused by an emergency change shall not be subtracted; and</p> <p>(b) any Services outage agreed with the Buyer shall be subtracted from both the total number of Service Availability (MP) and Service Unavailability (SD) minutes in the relevant Service Period.</p>			<p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>
Service Availability - Tier 2 12/5 ( <b>EUS-S008</b> )	Service Availability	<p>Service Availability shall be calculated using the following formula:  <math display="block">\text{Service Availability \%} = ((\text{MP} - \text{SD}) \div \text{MP}) \times 100</math>           where: MP = Total number of Service Availability minutes within the relevant Service Period; and SD = Total sum of minutes of Service Unavailability in the relevant Service Period</p>	≥99.60%	≤97.70%	<p>0.70% per 0.1% lower than the Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
		<p>In addition when calculating Service Availability:</p> <p>(a) Service Unavailability arising due to permitted maintenance that is carried out in accordance with the agreed maintenance schedule shall be subtracted from both the total number of Service Availability (MP) and Service Unavailability (SD) minutes in the relevant Service Period. Any (a) maintenance outside of scheduled permitted maintenance and/or (b) Service Unavailability caused by an emergency change shall not be subtracted; and</p> <p>(b) any Services outage agreed with the Buyer shall be subtracted from both the total number of Service Availability (MP) and Service Unavailability (SD) minutes in the relevant Service Period.</p>			<p>measurement for Z is the percentage value.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Resolution - Tier 1 P1 (EUS- S009)	Incident Resolution	The Supplier shall measure and report through analysis of incident records logged and assigned on the Buyer's ITSM Tool. Reported as the arithmetic mean of the resolution time in minutes by the Buyer's personnel to all Priority one (P1) logged tickets for Tier 1 Services. P1 Incident Resolution time shall be measured individually from the time taken from the Incident being logged until the Service elements are resolved.	≤1 hr	≥6 hrs	0.08% per minute over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Resolution - Tier 1 P2 (EUS- S010)	Incident Resolution	The Supplier shall measure and report through analysis of incident records logged and assigned on the Buyer's ITSM Tool. Reported as the arithmetic mean of the resolution time in minutes by the Supplier's personnel to all Priority two (P2) logged tickets for Tier 1 Services. P2 Incident Resolution time shall be measured individually from the time taken from the Incident being logged until the Service elements are resolved.	≤4 hrs	≥24 hrs	0.02% per minute over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Resolution - Tier 1 P3 (EUS- S011)	Incident Resolution	The Supplier shall measure and report through analysis of incident records logged on the Buyer's ITSM Tool. Priority three (P3) Incident Resolution time for Tier 1 Services calculated as the percentage of P3 Tier 1 Service incident tickets resolved by the Supplier within 12 hours divided by the total number of P3 incident tickets resolved by the Supplier occurring in a Service Period for each Tier 1 Services.	≥95%	≤90%	0.30% per 0.1 Percentage lower than the Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Resolution - Tier 2 P1 (EUS- S012)	Incident Resolution	The Supplier shall measure and report through analysis of incident records logged and assigned on the Buyer's ITSM Tool. Reported as the arithmetic mean of the resolution time in minutes by the Supplier's personnel to all Priority one (P1) logged tickets for Tier 2 Services. P1 Incident Resolution time shall be measured individually from the time taken from the Incident being logged until the Service elements are resolved.	≤2 hrs	≥12 hrs	0.04% per minute over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Resolution - Tier 2 P2 (EUS- S013)	Incident Resolution	The Supplier shall measure and report through analysis of incident records logged and assigned on the Buyer's ITSM Tool. Reported as the arithmetic mean of the resolution time in minutes by the Supplier's personnel to all Priority two (P2) logged tickets for Tier 2 Services. P2 Incident Resolution time shall be measured individually from the time taken from the Incident being logged until the Service elements are resolved.	≤4 hrs	≥24 hrs	0.02% per minute over the Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.



Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Resolution - Tier 2 P3 ( <b>EUS- S014</b> )	Incident Resolution	The Supplier shall measure and report through analysis of incident records logged on the Buyer's ITSM Tool. Priority three (P3) Incident Resolution time for Tier 2 Services calculated as the percentage of P 3 Tier 2 incident tickets resolved by the Supplier within 12 hours divided by the total number of P3 incident tickets resolved by the Supplier occurring in a Service Period for Tier 2 Services.	≥95%	≤90%	0.30% per 0.1% below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Service Desk Efficiency - FLR (EUS-S015)	Service Desk Efficiency	First Level Resolution will be measured and reported during the Service Hours using the Priority 1 to 4 Incident records in the Buyer's ITSM Tool. A First Level Resolution will be recorded when a Service Desk agent resolves an incident type that is designated as First Level resolvable during the initial contact with the user. The First Level Resolution rate will be the number of First Level Resolved Incidents divided by the number of First Level resolvable incidents, expressed as a percentage. Calculated as the percentage of Supplier's First Level Resolution incidents resolved by the Supplier based on all incident cases (designated as First Level resolvable) raised and logged on the Buyer's ITSM Tool via any available contact channel in a Service Period.	≥80%	≤50%	0.04% per 0.1% below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Service Desk Efficiency - FCR (EUS-S016)	Service Desk Efficiency	First Contact Resolution will be measured and reported during the Service Hours using the Priority 1 to 4 Incident records in the Buyer's ITSM Tool. A First Contact Resolution will be recorded when an incident is resolved without further contact with the user. The First Contact Resolution rate will be the number of First Contact Resolved Incidents divided by the number of incident cases raised and logged , expressed as a percentage. Calculated as the percentage of Supplier's First Contact Resolution incidents resolved by the Supplier based on all incident cases raised and logged on the Buyer's ITSM Tool via any available contact channel in a Service Period.	≥70%	≤40%	0.02% per 0.1% below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Service Request Fulfilment – UserAdmin & Software (EUS- S017)	Service Request Fulfilment	<p>The Supplier shall measure and report through the Buyer's ITSM Tool the percentage of Service Requests defined by the Buyer as related to UserAdmin or Software Installs that are fulfilled by the Supplier within 2 days out of the total number of Service Requests logged in that Service Period that are related to UserAdmin or Software Installs.</p> <p>The Service Hours shall be measured as the Service Hours for Tier 2 Services.</p>	≥95%	≤85%	<p>0.10% per 0.1% below Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Service Request Fulfilment - Email (EUS-S018)	Service Request Fulfilment	<p>The Supplier shall measure and report through the Buyer's ITSM Tool the percentage of all Service Requests defined by the Buyer as related to Email that are fulfilled by the Supplier within 3 days out of the total number of Service Requests logged in that Service Period that are related to Email.</p> <p>The Service Hours shall be measured as the Service Hours for Tier 2 Services.</p>	≥95%	≤85%	<p>0.06% per 0.1% below Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Service Request Fulfilment - UserDevice ( <b>EUS- S019</b> )	Service Request Fulfilment	<p>The Supplier shall measure and report through the Buyer's ITSM Tool the percentage of all Service Requests defined by the Buyer as related to UserDevices that are fulfilled by the Supplier within 5 days out of the total number of Service Requests logged in that Service Period that are related to UserDevices.</p> <p>The Service Hours shall be measured as the Service Hours for Tier 2 Services.</p>	≥95%	≤85%	<p>0.10% per 0.1% below Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Service Request Fulfilment - Peripherals (EUS- S020)	Service Request Fulfilment	<p>The Supplier shall measure and report through the Buyer's ITSM Tool the percentage of all Service Requests defined by the Buyer as related to Peripherals that are fulfilled by the Supplier within 10 days out of the total number of Service Requests logged in that Service Period that are related to Peripherals.</p> <p>The Service Hours shall be measured as the Service Hours for Tier 2 Services.</p>	≥90%	≤80%	<p>0.04% per 0.1% below Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Device Performance - Patch ( <b>EUS-S021</b> )	Device Performance	The Supplier shall measure and report through the Buyer's Device Performance Monitoring the total number of End User devices that have connected to the Buyer connectivity network that have been deployed with latest anti-virus update in accordance with the change/update schedule agreed by the Buyer divided by the total number of End User devices that have connected to the Buyer connectivity network in a Service Period at the point in time as agreed with the Buyer.	≥99.90%	≤98%	0.60% per 0.1% under Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.



Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Device Performance - Startup ( <b>EUS- S022</b> )	Device Performance	The Supplier shall use Device Performance Monitoring tooling to provide endpoint analytics on device performance. The Supplier shall calculate the percentage of laptops/desktops connected to the Buyer LAN/WAN which start up within five (5) seconds (measured from the point the End User turns the laptop/desktop on, to the point where they are requested for their credentials) from the total number of laptops/desktops connected to the Buyer LAN/WAN in a Service Period at the point in time to be agreed with the Buyer.	≥98.00%	≤95%	0.15% per 0.1% under Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P1 Response ( <b>EUS- S023</b> )	Security	Measured from a Priority 1 (P1) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security Incident management process) until the Supplier responds formally in writing or via the ITSM Tool to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all (P1) Security Incidents. The Service Level shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.	≤ 30 Minutes	≥90 Minutes	0.30% per minute over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P2 Response (EUS- S024)	Security	<p>Measured from a Priority 2 (P2) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier responds formally in writing or via the ITSM Tool to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all (P2) Security Incidents.</p> <p>The Service Level shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 1 Hour	≥ 3 Hours	<p>0.15% per minute over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P3 Response (EUS- S025)	Security	<p>Measured from a Priority 3 (P3) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier responds formally in writing or via the ITSM Tool to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all (P3) Security Incidents.</p> <p>The Service Level shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 4 Hours	≥ 12 Hours	<p>0.02% per minute over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P1 Resolution Plan (EUS-S026)	Security	<p>Measured from a Priority 1 (P1) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier produces a Resolution Plan to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the time to deliver the plan in hours to all (P1) Security Incidents.</p> <p>The Service Level shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 1 Working Day	≥ 5 Working Day	<p>0.30% per hour over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P2 Resolution Plan (EUS-S027)	Security	<p>Measured from a Priority 2 (P2) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier produces a Resolution Plan to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the time to deliver the plan in hours to all (P2) Security Incidents.</p> <p>The Service Level shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 3 Working Days	≥10 Working Days	<p>0.15% per hour over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.</p>

Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P3 Resolution Plan (EUS-S028)	Security	<p>Measured from a Priority 3 (P3) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier produces a Resolution Plan to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the time to deliver the plan in hours to all (P3) Security Incidents.</p> <p>The Service Level shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 5 Working Days	≥15 Working Days	<p>0.04% per hour over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in minutes.</p>

The Service Credits shall be calculated on the basis of the following formula:

Formula: Service Level Performance Measure (A) - actual Service Level performance (B) = (X). If (X) is a negative value then this will be multiplied by -1 (minus one) to give a positive number.

Th values of A and B will be expressed in the unit of measurement designated as Z for the Service Level in Table A.

(X) multiplied by (Y) (the applicable weighting for that Service Level's Service Credits in Table A) multiplied by the applicable Service Credit Multiplier = percentage of the Service Charges payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.



**Service Credit Cap**

Means either:

- (a) in the period of 12 months from the Commencement Date, 15% of the estimated Service Charges being [REDACTED] or
- (b) during the remainder of the Contract Period, 15% of the Service Charges paid and/or due to be paid to the Supplier under this Contract in the period of 12 months immediately preceding the Service Period in respect of which Service Credits are accrued;

**Table B: Service Credit Multiplier**

Frequency of Repeat Service Level Failure	Applicable Service Credit Multiplier
First occurrence of Repeat Service Level Failure for the Service Level pursuant to paragraph 2.4.1 of Part A of Schedule 3 (Service Levels, Service Credits and Performance Monitoring)	Service Credits for the relevant Service Period shall be doubled (x2)
Second occurrence of Repeat Service Level Failure for the Service Level pursuant to paragraph 2.4.1 of Part A of Schedule 3 (Service Levels, Service Credits and Performance Monitoring)	Service Credits for the relevant Service Period shall be quadrupled (x4)

**Table C: Key Performance Indicators**

Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
Incident Management - Knowledge (EUS-K001)	The Supplier shall measure and report through analysis of knowledge article records logged on the Buyer's ITSM Tool. Calculated and expressed as a percentage (%) from the sum of all requested knowledge articles requested from the Supplier created and submitted to the Buyer within 10 days of requesting said Articles post incident within the Service Period.	≥95%
SR Fulfilment - Catalogue (EUS-K002)	The Supplier shall measure and report through the Buyer's ITSM Tool the percentage of Service Catalogue updates applied within ten (10) Working Days from date the approved Service Request is received by the Supplier.	≥95%
Security - P4 Response (EUS-K003)	<p>Measured from a Priority 4 (P4) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier responds formally in writing or via the ITSM Tool to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all (P4) Security Incidents.</p> <p>This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 8 Service Hours

Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
Security - P4 Resolution Plan ( <b>EUS-K004</b> )	<p>Measured from a Priority 4 (P4) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security incident management process) until the Supplier produces a Resolution Plan to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the time to deliver the plan in Working Days to all (P4) Security Incidents.</p> <p>This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 10 Working Days
Device Performance - Application Version ( <b>EUS-K005</b> )	The Supplier shall use a combination of tools to track supported applications at required release version either available to the Buyer for Testing or deployed and available to End Users/the Buyer where vendor has published new versions. Calculated as the percentage of Supplier supported applications at required release version either available to the Buyer for Testing or deployed and available to End Users. When this is measured in a Service Period shall be agreed between the Parties	≥98%
CMDB - Accuracy ( <b>EUS-K006</b> )	The Supplier's solution for the CMDB provides auto discovery of assets and compares this, through a reconciliation process, with the recorded CMDB data. Where inaccuracies exist, incident records are raised. Therefore, the measure of the CMDB accuracy shall be calculated from the number of incidents raised. Calculated and	≥97%

Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
	expressed as a percentage (%) from the sum of all consolidated or sourced data within the Service Period.	
CMDB - Updates ( <b>EUS-K007</b> )	The Supplier shall utilise the Buyer's ITSM Tool and the change, incident, service request and configuration management process. The Supplier shall utilise the data captured from the time when a ticket has been resolved to when the related asset in the CMDB has been updated to derive this performance measure. Calculated and expressed as a percentage (%) of operational updates applied to CMDB within 2 Working Days from Implementation of move and change; Resolution of Incidents; or fulfilment of Service Request from the sum of all changes implemented within the Service Period.	≥95%
Problem - P1 RCA Report ( <b>EUS-K008</b> )	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when report is issued to Buyer. Calculated as the arithmetic mean of how long it takes all P1 Problem case Root Cause Analysis Reports to be provided to and capable of being approved by the Buyer within the Service Period.	≤5 Working Days
Problem - P2 RCA Report ( <b>EUS-K009</b> )	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when report is issued to Buyer. Calculated as the arithmetic mean of how long it takes all P2 Problem case Root Cause Analysis Reports to be provided to and capable of being	≤10 Working Days

Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
	approved by the Buyer within the Service Period.	
Problem - P3 RCA Report (EUS-K010)	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when report is issued to Buyer. Calculated as the arithmetic mean of how long it takes all P3 Problem case Root Cause Analysis Reports to be provided to and capable of being approved by the Buyer within the Service Period.	≤15 Working Days
Problem - P1 Remediation (EUS-K011)	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when remediation tasks are completed. The Supplier shall utilise this data to derive the measurement of P1 Problem case Remediation Tasks completed within the timescales agreed by the Contract Manager and the Supplier. Calculated as % of remediation Tasks closed in the agreed timescales calculated from the sum of the logged remediation actions per each case record	≥95%
Problem - P2 Remediation (EUS-K012)	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when remediation tasks are completed. The Supplier shall utilise this data to derive the measurement of P2 Problem case Remediation actions completed within the timescales agreed by the Contract Manager and the Supplier. Calculated as % of remediation actions closed in the agreed timescales calculated from the sum of the logged remediation actions per each case record	≥95%

Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
Problem - P3 Remediation (EUS-K013)	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when remediation tasks are completed. The Supplier shall utilise this data to derive the measurement of P3 Problem case Remediation actions completed within the timescales agreed by the Contract Manager and the Supplier. Calculated as % of remediation actions closed in the agreed timescales calculated from the sum of the logged remediation actions per each case record	≥90%
Problem - Trend (EUS-K014)	Problem Management open cases: When the mean number of open Problem cases calculated using the previous 4 Service Periods is greater than 10, the number of Open Problem case records for the Service Period is not to exceed 110% of this mean number.	<110%
Change - Implementation (EUS-K015)	The Supplier shall measure and report through analysis of change records logged on the Buyer's ITSM Tool. Calculated and expressed as a percentage (%) of successfully implemented changes (as defined by ITIL) from the sum of all changes implemented within the Service Period.	≥90%
Change - Incidents (EUS-K016)	The Supplier shall measure and report through analysis of change records logged on the Buyer's ITSM Tool. Incidents with their root cause being the implemented change by the Supplier, as categorised at incident closure within the ITSM Tool, calculated as a percentage of the changes implemented in the Service Period where the change does not cause an Incident. Expressed as a percentage (%) from the	≤3%



Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
	sum of all operational changes implemented by the Supplier within the Service Period.	
Change - Updates ( <b>EUS-K017</b> )	The Supplier shall measure and report through analysis of change records logged on the Buyer's ITSM Tool. Calculated as the percentage of changes notified as complete within 2 Working Days from the sum of all changes implemented by the Supplier within the Service Period.	≥98%
Change - P1 PIR ( <b>EUS-K018</b> )	The Supplier shall measure and report through analysis of Priority 1 post implementation review records logged in the Buyer's ITSM Tool post implementation review closure calculated as an arithmetic mean of all post implementation reviews delivered by the Supplier within the Service Period.  This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.	≤5 days
Change - P234 PIR ( <b>EUS-K019</b> )	The Supplier shall measure and report through analysis of Priority 2, 3 & 4 post implementation review records logged in the Buyer's ITSM Tool post implementation review closure calculated as an arithmetic mean of all post implementation reviews delivered by the Supplier within the Service Period.	≤10 Working Days



Key Performance Indicators		
Key Performance Indicators (KPI ID Number)	Measurement Methodology for each Service Period	Key Performance Indicator Measure
	This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.-	
Capacity - Incidents ( <b>EUS-K020</b> )	The Supplier shall measure and report through analysis of change records logged on the Buyer's ITSM Tool incidents with their root cause being Supplier related capacity related within the ITSM Tool, calculated and expressed as a percentage (%) from the sum of Supplier incidents within the Service Period	≤1%
Capacity - Service Utilisation ( <b>EUS-K021</b> )	<p>The Supplier shall measure and report through analysis of capacity management reports. Calculated as Service Utilisation of forecast within Capacity Plan</p> <p>This is to be agreed between the Parties following the Commencement Date.</p>	+/-5%

**Table D: Service Levels and Service Credits for Key Performance Indicators that are uplifted by the Buyer in accordance with Paragraph 3 of Part A of Schedule 3 (Service Levels, Service Credits and Performance Monitoring)**

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Incident Management - Knowledge ( <b>EUS-K001</b> )	Incident Management	The Supplier shall measure and report through analysis of knowledge article records logged on the Buyer's ITSM Tool. Calculated and expressed as a percentage (%) from the sum of all requested knowledge articles requested from the Supplier created and submitted to the Buyer within 10 days of requesting said Articles post incident within the Service Period.	≥95%	≤80%	0.25% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
SR Fulfilment - Catalogue ( <b>EUS-K002</b> )	SR Fulfilment	The Supplier shall measure and report through the Buyer's ITSM Tool the percentage of Service Catalogue updates applied within ten (10) Working Days from date the approved Service Request is received by the Supplier.	≥95%	≤80%	0.25% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P4 Response (EUS-K003)	Security	<p>Measured from a Priority 4 (P4) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security Incident management process) until the Supplier responds formally in writing or via the ITSM Tool to the Buyer for each Security Incident logged. Reported as the arithmetic mean of the response time in minutes by the Supplier's personnel to all (P4) Security Incidents.</p> <p>This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 8 Service Hours	≥ 32 Hours	<p>0.15% per hour over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in hours.</p>

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Security - P4 Resolution Plan ( <b>EUS-K004</b> )	Security	<p>Measured from a Priority 4 (P4) Security Incident being raised by the Buyer or Supplier as a result of security event monitoring and analysis within its service boundary and the Security Incident being allocated to the Supplier (in accordance with the agreed Security Incident management process) until the Supplier produces a Resolution Plan to the Buyer for each security Incident logged. Reported as the arithmetic mean of the time to deliver the plan in Working Days to all (P4) Security Incidents.</p> <p>This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤ 10 Working Days	≥ 20 Working Days	<p>0.15% per Working Day over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in Working Days.</p>

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Device Performance - Application Version (EUS-K005)	Device Performance	The Supplier shall use a combination of tools to track supported applications at required release version either available to the Buyer for Testing or deployed and available to End Users/the Buyer where vendor has published new versions. Calculated as the percentage of Supplier supported applications at required release version either available to the Buyer for Testing or deployed and available to End Users. When this is measured in a Service Period shall be agreed between the Parties	≥98%	≤90%	0.5% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
CMDB - Accuracy (EUS-K006)	CMDB	To be measured using the Audit/Compliance functionality of the Buyer's ITSM Tool. The Audit will compare actual values of agreed fields, against expected values and any mismatch will be regarded as a Fail. Calculated as the total number of CI entries flagged as Compliant against the total number of CIs audited.	≥97%	≤80%	0.25% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
CMDB - Updates (EUS-K007)	CMDB	The Supplier shall utilise the Buyer's ITSM Tool and the change, incident, service request and configuration management process. The Supplier shall utilise the data captured from the time when a ticket has been resolved to when the related asset in the CMDB has been updated to derive this performance measure. Calculated and expressed as a percentage (%) of operational updates applied to CMDB within 2 Working Days from Implementation of Move and Change; Resolution of Incidents; or fulfilment of Service Request from the sum of all Changes, Incidents and Service Requests implemented within the Service Period that require a CMDB update.	≥95%	≤80%	0.25% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.



Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Problem - P1 RCA Report ( <b>EUS-K008</b> )	Problem	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when report is issued to Buyer. Calculated as the arithmetic mean of how long it takes all P1 Problem case Root Cause Analysis Reports to be provided to and capable of being approved by the Buyer within the Service Period.	≤5 Working Days	≥10 Working Days	0.8% per Working Day over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in Working Days.
Problem – P2 RCA Report ( <b>EUS-K009</b> )	Problem	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when report is issued to Buyer. Calculated as the arithmetic mean of how long it takes all P2 Problem case Root Cause Analysis Reports to be provided to and capable of being approved by the Buyer within the Service Period.	≤10 Working Days	≥15 Working Days	0.8% per Working Day over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in Working Days.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Problem – P3 RCA Report ( <b>EUS-K010</b> )	Problem	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when report is issued to Buyer. Calculated as the arithmetic mean of how long it takes all P3 Problem case Root Cause Analysis Reports to be provided to and capable of being approved by the Buyer within the Service Period.	≤15 Working Days	≥20 Working Days	0.8% per Working Day over Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is in Working Days.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Problem - P1 Remediation (EUS-K011)	Problem	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when remediation tasks are completed. The Supplier shall utilise this data to derive the measurement of P1 Problem case Remediation Tasks completed within the timescales agreed as part of the the Problem Management Process. Calculated as % of remediation Tasks closed in the agreed timescales calculated from the sum of the logged remediation actions per each case record.	≥95%	≤90%	0.8% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Problem - P2 Remediation ( <b>EUS-K012</b> )	Problem	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when remediation tasks are completed. The Supplier shall utilise this data to derive the measurement of P2 Problem case Remediation actions completed within the timescales agreed by the Contract Manager and the Supplier. Calculated as % of remediation actions closed in the agreed timescales calculated from the sum of the logged remediation actions per each case record.	≥95%	≤85%	0.4% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Problem - P3 Remediation (EUS-K013)	Problem	Supplier shall log date and time within the problem record on the Buyer's ITSM Tool for when remediation tasks are completed. The Supplier shall utilise this data to derive the measurement of P3 Problem case Remediation actions completed within the timescales agreed by the Contract Manager and the Supplier. Calculated as % of remediation actions closed in the agreed timescales calculated from the sum of the logged remediation actions per each case record.	≥90%	≤80%	0.4% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Problem - Trend (EUS-K014)	Problem	Problem Management open cases: When the mean number of open Problem cases calculated using the previous 4 Service Periods is greater than 10, the number of Open Problem case records for the Service Period is not to exceed 110% of this mean number.	≤110%	≥130%	0.2% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.
Change - Implementation (EUS-K015)	Change	The Supplier shall measure and report through analysis of change records logged on the Buyer's ITSM Tool. Calculated and expressed as a percentage (%) of successfully implemented changes (as defined by ITIL) from the sum of all changes implemented within the Service Period.	≥90%	≤80%	0.4% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Change - Incidents (EUS-K016)	Change	The Supplier shall measure and report through analysis of Change and Incident records logged on the Buyer's ITSM Tool. Incidents with their root cause being the implemented change by the Supplier, as categorised at incident closure within the ITSM Tool, calculated as a percentage of the changes implemented in the Service Period where the change does not cause an Incident. Expressed as a percentage (%) from the sum of all operational changes implemented by the Supplier within the Service Period.	≥97%	≤90%	0.5% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Change - Updates (EUS-K017)	Change	The Supplier shall measure and report through analysis of change records logged on the Buyer's ITSM Tool. Calculated as the percentage of changes notified as complete within 2 Working Days from the sum of all changes implemented by the Supplier within the Service Period.	≥98%	≤80%	0.25% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.



Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Change - P1 PIR (EUS-K018)	Change	<p>The Supplier shall measure and report through analysis of Post Implementation Review records associated with P1 Incidents logged in the Buyer's ITSM Tool post implementation review closure calculated as an arithmetic mean of all post implementation reviews delivered by the Supplier within the Service Period.</p> <p>This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.</p>	≤5 Working Days	≥10 Working Days	<p>0.8% per Working Day over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in Working Days.</p>

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Change - P234 PIR (EUS-K019)	Change	<p>The Supplier shall measure and report through analysis of Post implementation Review records associated with P2, P3 or P4 Incidents logged in the Buyer's ITSM Tool post implementation review closure calculated as an arithmetic mean of all post implementation reviews delivered by the Supplier within the Service Period.</p> <p>This shall be measured in accordance with the Service Hours for the Service's applicable Service Tier.-</p>	≤10 Working Days	≥15 Working Days	<p>0.8% per Working Day over Service Level Performance Measure</p> <p>For the purposes of the Service Credit calculation the unit of measurement for Z is in Working Days.</p>

Key Performance Indicator (KPI ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Service Credit for each unit of measurement under the specified Service Level Performance Measure in the Service Period ((Y) for the purpose of the Service Credit calculation)
Capacity - Incidents (EUS-K020)	Capacity	The Supplier shall measure and report through analysis of Incident records logged on the Buyer's ITSM Tool incidents with their root cause being Supplier capacity related, calculated and expressed as a percentage (%) from the sum of incidents logged within the Service Period.	≤1%	≥10%	0.5% per whole percentage below Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.
Capacity - Service Utilisation (EUS-K021)	Capacity	The Supplier shall measure and report through analysis of capacity management reports. Calculated as Service Utilisation of forecast within Capacity Plan  This is to be agreed between the Parties following the Commencement Date.	+/-5% out from the forecast in the Capacity Plan	+/-20% out from the forecast in the Capacity Plan	0.25% per whole percentage out from the Service Level Performance Measure  For the purposes of the Service Credit calculation the unit of measurement for Z is the percentage value.

Table E: XLAs

XLAs					[Service Credit for each unit of measurement under the specified XLA Performance Measure in the Service Period ((Y for the purpose of the Service Credit calculation))]
XLA (XLA ID Number)	Commencement Date of XLA	Measurement Methodology	[XLA performance measure]	[critical XLA failure threshold]	



### Example of Service Credit Calculations

Example Service Levels						Service Credit for each percentage under the specified Service Level Performance Measure in the Service Period [Y for the purpose of the Service Credit calculation)
Example Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Is Designated Service Level Failure Applicable?	
Example SLA01	A	*****	≥98%	≥90%	No	0.1% per whole percentage under Service Level Performance Measure
Example SLA02	A	*****	≥98%	≥90%	No	0.2% per whole percentage under Service Level Performance Measure
Example SLA03	A	*****	≥98%	≥90%	No	0.3% per whole percentage under Service Level Performance Measure
Example SLA04	B	*****	≥95%	≥90%	No	0.4% per whole percentage under Service Level Performance Measure
Example SLA05	C	*****	≥95%	≥90%	No	0.5% per whole percentage under Service Level Performance Measure

Example Service Levels						Service Credit for each percentage under the specified Service Level Performance Measure in the Service Period [Y for the purpose of the Service Credit calculation)
Example Service Level (Service Level ID Number)	Service Level Category	Measurement Methodology	Service Level Performance Measure	Service Level Threshold	Is Designated Service Level Failure Applicable?	
Example SLA06	D	*****	≥95%	≥90%	Yes	1.0% per whole percentage under Service Level Performance Measure

Key to below example
Service Level Performance Measure achieved
Service Level Failure has occurred
Critical Service Level Failure has occurred

Service Period	Service Levels Achieved					
	Example SLA01	Example SLA02	Example SLA03	Example SLA04	Example SLA05	Example SLA06
Service Period 1	96%	98%	98%	98%	94%	94%
Service Period 2	96%	95%	98%	98%	96%	96%
Service Period 3	96%	95%	97%	98%	94%	96%
Service Period 4	98%	98%	98%	98%	96%	96%
Service Period 5	98%	98%	98%	98%	94%	96%
Service Period 6	96%	98%	98%	98%	96%	96%

Service Period	Service Levels Achieved					
	Example SLA01	Example SLA02	Example SLA03	Example SLA04	Example SLA05	Example SLA06
Service Period 7	98%	95%	98%	94%	94%	96%
Service Period 8	98%	88%	98%	93%	96%	96%
Service Period 9	98%	98%	98%	92%	94%	96%
Service Period 10	98%	98%	98%	92%	96%	96%
Service Period 11	96%	95%	98%	98%	94%	96%
Service Period 12	98%	98%	98%	98%	96%	89%

#### Summary of Service Credits Incurred for the Service Periods

Service Period	Service Credits Incurred						
	Example SLA01	Example SLA02	Example SLA03	Example SLA04	Example SLA05	Example SLA06	Total Service Credits for the Service Period
Service Period 1	0	0	0	0	0	1.0%	1.0%
Service Period 2	0.4%	0.6%	0	0	0	0	1.0%
Service Period 3	0.8%	1.2%	0.3%	0	0	0	2.3%
Service Period 4	0	0	0	0	0	0	0
Service Period 5	0	0	0	0	0	0	0
Service Period 6	0.2%	0	0	0	0	0	0.2%



Service Period	Service Credits Incurred						
	Example SLA01	Example SLA02	Example SLA03	Example SLA04	Example SLA05	Example SLA06	Total Service Credits for the Service Period
Service Period 7	0	0	0	0	0.5%	0	0.5%
Service Period 8	0	4.0%	0	1.6%	0	0	5.6%
Service Period 9	0	0	0	4.8%	0.5%	0	5.3%
Service Period 10	0	0	0	Critical Service Level Failure	0	0	0
Service Period 11	0.2%	0.6%	0	0	Critical Service Level Failure	0	0.8%
Service Period 12	0	0	0	0	0	Critical Service Level Failure	0

### Service Credit Calculations

Service Credit Calculation Service Period 1	<p>No Repeat Service Level Failure has occurred.</p> <p>As Designated Service Level Failure is applicable to SLA06 pursuant to Paragraph 1.3 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA06 Calculation</b></p> <p>Calculation of Service Credits: <b>95%</b> (e.g.        =    <b>1</b>  Service Level Performance Measure  requirement for SLA05) - <b>94%</b> (e.g. actual</p>
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	<p>performance achieved against this Service Level in a Service Period)</p> <p><b>1</b> multiplied by <b>1.0</b> (the applicable weighting for that Service Level in the Service Level table) = <b>1.0% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p>Therefore following Service Period 1, <b>1.0% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<b>Service Credit Calculation Service Period 2</b>	<p>No Designated Service Level Failure has occurred.</p> <p>As there has been a Repeat Service Level Failure for SLA01 pursuant to Paragraph 2.4.1 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA01 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA01) - <b>96%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>2</b></p> <p><b>2</b> multiplied by <b>0.1</b> (the applicable weighting for that Service Level in the Service Level table) multiplied by the applicable Service Credit Multiplier being <b>2</b> as it is a Repeat Service Level failure pursuant to paragraph 2.4.1 of Part A of Schedule 3 = <b>0.4% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p>

	<p>In addition as there has been a Repeat Service Level Failure for service Level Category A (SLA01 and SLA02) pursuant to Paragraph 2.4.2 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA01 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA01) - <b>96%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>2</b></p> <p><b>2</b> multiplied by <b>0.1</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.2% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p><b>SLA02 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA02) - <b>95%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>3</b></p> <p><b>3</b> multiplied by <b>0.2</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.6% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p>
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	<p>Pursuant to paragraph 2.5 of Part A of Schedule 3 as SLA01 has incurred Service Credits both pursuant to paragraph 2.4.1 and 2.4.2, only the highest value Service Credit shall be incurred in respect of SLA01 for this Service Period. In this example this is 0.4%.</p> <p>The percentage of Service Credits to be deducted shall be 0.4% (SLA01) + 0.6% (SLA02) =1.0%</p> <p>Therefore following Service Period 2, <b>1.0% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<b>Service Credit Calculation Service Period 3</b>	<p>No Designated Service Level Failure has occurred.</p> <p>As there has been a Repeat Service Level Failure for SLA01 pursuant to Paragraph 2.4.1 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA01 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA01) - <b>96%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>2</b></p> <p><b>2</b> multiplied by <b>0.1</b> (the applicable weighting for that Service Level in the Service Level table) multiplied by the applicable Service Credit Multiplier being <b>4</b> as it is a second consecutive Repeat Service Level failure pursuant to paragraph 2.4.1 of Part A of Schedule 3 = <b>0.8% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p>As there has been a Repeat Service Level Failure for SLA02 pursuant to Paragraph 2.4.1 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p>

### SLA02 Calculation

Calculation of Service Credits: **98%** (e.g. Service Level Performance Measure requirement for SLA02) - **95%** (e.g. actual performance achieved against this Service Level in a Service Period) = **3**

**3** multiplied by **0.2** (the applicable weighting for that Service Level in the Service Level table) multiplied by the applicable Service Credit Multiplier being **2** as it is a Repeat Service Level failure pursuant to paragraph 2.4.1 of Part A of Schedule 3 = **1.2% of the Service Charges** payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer

In addition as there has been a Repeat Service Level Failure for service Level Category A (SLA01, SLA02 and SLA03) pursuant to Paragraph 2.4.2 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.

### SLA01 Calculation

Calculation of Service Credits: **98%** (e.g. Service Level Performance Measure requirement for SLA01) - **96%** (e.g. actual performance achieved against this Service Level in a Service Period) = **2**

**2** multiplied by **0.1** (the applicable weighting for that Service Level in the Service Level table) = **0.2% of the Service Charges** payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer

	<p><b>SLA02 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA02) - <b>95%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>3</b></p> <p><b>3</b> multiplied by <b>0.2</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.6% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p><b>SLA03 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA03) - <b>97%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>1</b></p> <p><b>1</b> multiplied by <b>0.3</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.3% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p>
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	<p>Pursuant to paragraph 2.5 of Part A of Schedule 3 as SLA01 has incurred Service Credits both pursuant to paragraph 2.4.1 and 2.4.2, only the highest value Service Credit shall be incurred in respect of SLA01 for this Service Period. In this example this is 0.8%.</p> <p>Pursuant to paragraph 2.5 of Part A of Schedule 3 as SLA02 has incurred Service Credits both pursuant to paragraph 2.4.1 and 2.4.2, only the highest value Service Credit shall be incurred in respect of SLA02 for this Service Period. In this example this is 1.2%.</p> <p>The percentage of Service Credits to be deducted shall be 0.8% (SLA01) + 1.2% (SLA02) + 0.3% (SLA03) =2.3%</p> <p>Therefore following Service Period 3, <b>2.3% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<b>Service Credit Calculation Service Period 4</b>	As there is no Repeat Service Level Failure or Designated Service Level Failure, <b>no Service Credits</b> are payable by the Supplier for this Service Period.
<b>Service Credit Calculation Service Period 5</b>	As there is no Repeat Service Level Failure or Designated Service Level Failure, <b>no Service Credits</b> are payable by the Supplier for this Service Period.
<b>Service Credit Calculation Service Period 6</b>	<p>As there has been a Repeat Service Level Failure for SLA01 pursuant to Paragraph 2.4.3 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA01 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA01) - <b>96%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>2</b></p> <p><b>2</b> multiplied by <b>0.1</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.2% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted</p>



	<p>from the next invoice payable by the Buyer</p> <p>Therefore following Service Period 6, <b>0.2% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<p><b>Service Credit Calculation Service Period 7</b></p>	<p>No Designated Service Level Failure has occurred.</p> <p>As there has been a Repeat Service Level Failure for SLA05 pursuant to Paragraph 2.4.3 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA05 Calculation</b></p> <p>Calculation of Service Credits: <b>95%</b> (e.g. Service Level Performance Measure requirement for SLA05) - <b>94%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>1</b></p> <p><b>1</b> multiplied by <b>0.5</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.5% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p>Therefore following Service Period 7, <b>0.5% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<p><b>Service Credit Calculation Service Period 8</b></p>	<p>No Designated Service Level Failure has occurred.</p> <p>As there has been a Repeat Service Level Failure for SLA02 pursuant to Paragraph 2.4.1 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p>



	<p><b>SLA02 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA02) - <b>88%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>10</b></p> <p><b>10</b> multiplied by <b>0.2</b> (the applicable weighting for that Service Level in the Service Level table) multiplied by the applicable Service Credit Multiplier being <b>2</b> as it is a Repeat Service Level failure pursuant to paragraph 2.4.1 of Part A of Schedule 3 = <b>4.0% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p>As there has been a Repeat Service Level Failure for SLA02 pursuant to Paragraph 2.4.3 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA02 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA02) - <b>88%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>10</b></p> <p><b>10</b> multiplied by <b>0.2</b> (the applicable weighting for that Service Level in the Service Level table) = <b>2.0% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted</p>
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	<p>from the next invoice payable by the Buyer</p> <p>As there has been a Repeat Service Level Failure for SLA04 pursuant to Paragraph 2.4.1 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA04 Calculation</b></p> <p>Calculation of Service Credits: <b>95%</b> (e.g. Service Level Performance Measure requirement for SLA04) - <b>93%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>2</b></p> <p><b>2</b> multiplied by <b>0.4</b> (the applicable weighting for that Service Level in the Service Level table) multiplied by the applicable Service Credit Multiplier being <b>2</b> as it is a Repeat Service Level failure pursuant to paragraph 2.4.1 of Part A of Schedule 3 = <b>1.6% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p>Pursuant to paragraph 2.5 of Part A of Schedule 3 as SLA02 has incurred Service Credits both pursuant to paragraph 2.4.1 and 2.4.3, only the highest value Service Credit shall be incurred in respect of SLA02 for this Service Period. In this example this is 4.0%.</p> <p>The percentage of Service Credits to be deducted shall be 4.0% (SLA02) + 1.6% (SLA04) =5.6%</p> <p>Therefore following Service Period 8, <b>5.6% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<b>Service Credit Calculation Service Period 9</b>	No Designated Service Level Failure has occurred.

As there has been a Repeat Service Level Failure for SLA04 pursuant to Paragraph 2.4.1 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.

**SLA04 Calculation**

Calculation of Service Credits: **95%** (e.g. Service Level Performance Measure requirement for SLA04) - **92%** (e.g. actual performance achieved against this Service Level in a Service Period) = **3**

**3** multiplied by **0.4** (the applicable weighting for that Service Level in the Service Level table) multiplied by the applicable Service Credit Multiplier being **4** as it is a second consecutive Repeat Service Level failure pursuant to paragraph 2.4.1 of Part A of Schedule 3 = **4.8% of the Service Charges** payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer

As there has been a Repeat Service Level Failure for SLA05 pursuant to Paragraph 2.4.3 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.

**SLA05 Calculation**

Calculation of Service Credits: **95%** (e.g. Service Level Performance Measure requirement for SLA05) - **94%** (e.g. actual performance achieved against this Service Level in a Service Period) = **1**

**1** multiplied by **0.5** (the applicable weighting for that Service Level in the Service Level table) = **0.5% of the Service Charges** payable to the Buyer as a Service Credit to be deducted

	<p>from the next invoice payable by the Buyer</p> <p>The percentage of Service Credits to be deducted shall be 4.8% (SLA04) + 0.5% (SLA05) =5.3%</p> <p>Therefore following Service Period 9, <b>5.3% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p>
<p><b>Service Credit Calculation Service Period 10</b></p>	<p>No Designated Service Level Failure has occurred.</p> <p>As there has been four consecutive Service Level Failures for SLA04 then pursuant to Paragraph 2.8.1(a) of Part A of Schedule 3 this Service Level Failure shall be considered a <b>Critical Service Level Failure</b> and the provisions of clause 10 shall apply.</p>
<p><b>Service Credit Calculation Service Period 11</b></p>	<p>No Designated Service Level Failure has occurred.</p> <p>As there has been a Repeat Service Level Failure for service Level Category A (SLA01 and SLA02) pursuant to Paragraph 2.4.2 of Part A of Schedule 3, Service Credits shall apply to the next applicable Charges.</p> <p><b>SLA01 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA01) - <b>96%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>2</b></p> <p><b>2</b> multiplied by <b>0.1</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.2% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted</p>

	<p>from the next invoice payable by the Buyer</p> <p><b>SLA02 Calculation</b></p> <p>Calculation of Service Credits: <b>98%</b> (e.g. Service Level Performance Measure requirement for SLA02) - <b>95%</b> (e.g. actual performance achieved against this Service Level in a Service Period) = <b>3</b></p> <p><b>3</b> multiplied by <b>0.2</b> (the applicable weighting for that Service Level in the Service Level table) = <b>0.6% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer</p> <p>The percentage of Service Credits to be deducted shall be 0.2% (SLA01) + 0.6% (SLA02) =0.8%</p> <p>Therefore following Service Period 11, <b>0.8% of the Service Charges</b> payable to the Buyer as a Service Credit to be deducted from the next invoice payable by the Buyer.</p> <p>Separately as there has been six Service Level Failures for SLA05 within a rolling period of 12 months or less then pursuant to Paragraph 2.8.1(b) of Part A of Schedule 3 this Service Level Failure shall be considered a <b>Critical Service Level Failure</b> and the provisions of clause 10 shall apply. Any amount deducted by the Buyer for this Critical Service Level Failure pursuant to clause 10 shall take into account that Service Credits will already have been deducted for SLA01 and SLA02.</p>
<b>Service Credit Calculation Service Period 12</b>	<p>As there has been a Designated Service Level Failure for SLA06 which is below the Service Level Threshold then pursuant to Paragraph 2.8.1(c) of Part A of Schedule 3 this Service Level Failure shall be considered a <b>Critical Service Level Failure</b> and the provisions of clause 10 shall apply.</p>

## **Annex 1: Sustainability Key Performance Indicators and Social Value Key Performance Indicators**