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**END USER COMPUTING**

**CALL OFF SCHEDULE 3**

**SERVICE LEVELS, SERVICE CREDITS AND PERFORMANCE MONITORING**

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**1. SCOPE**

- 1.1 This Call Off Schedule (Service Levels, Service Credits and Performance Monitoring) sets out the Service Levels which the Supplier is required to achieve when providing the Services, the mechanism by which Service Level Failures and Critical Service Level Failures will be managed and the method by which the Supplier's performance in the provision by it of the Services will be monitored.
- 1.2 This Call Off Schedule comprises:
  - Part A: Service Levels and Service Credits;
    - Annex 1 to Part A - Service Levels and Service Credits;
    - Annex 2 to Part A – Critical Service Level Failure;
    - Annex 3 to Part A – Service Level Measurement; and
  - Part B: Performance Monitoring.
- 1.3 Notwithstanding any other provision of this Call Off Schedule reporting against each Service Level shall be measured by the Supplier from the date of Achievement of each applicable Operational Services Commencement Date.
- 1.4 Annex 3 to Part A of this Call Off Schedule sets out the Parties intend that each Service Level will be measured. All such measurement methodologies shall be reviewed and by the Parties during Implementation.
- 1.5 The Customer reserves the right to review and amend, following a good faith discussion with the Supplier, any Service Levels, Service Level Performance Measures, Service Level Thresholds, and Service Credit formulas, minimums, maximums or other caps, on one occasion, at any time, after six months have elapsed from the Final Operational Service Commencement Date.

**PART A: SERVICE LEVELS AND SERVICE CREDITS**

**2. GENERAL PROVISIONS**

- 2.1 The Supplier shall provide a proactive Call Off Contract manager to ensure that all Service Levels in this Call Off Contract and Key Performance Indicators in the Framework Agreement are achieved to the highest standard throughout, respectively, the Call Off Contract Period and the Framework Period.
- 2.2 The Supplier shall provide a managed service through the provision of a dedicated Call Off Contract manager where required on matters relating to:
  - 2.2.1 Supply performance;
  - 2.2.2 Quality of Services;
  - 2.2.3 Customer support;
  - 2.2.4 Complaints handling; and
  - 2.2.5 Accurate and timely invoices.
- 2.3 The Supplier accepts and acknowledges that failure to meet the Service Level Performance Measures set out in the table in Annex 1 to this Part A of this Call Off Schedule will result in Service Credits becoming due to the Customer.
- 2.4 The Customer reserves the right to challenge at any time the performance being reported by the Supplier, including the right to audit the method of data

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gathering and calculation against the Systems of Measurement and Reference Document, so that the reported performance can be validated.

- 2.5 The Customer requires access for validation purposes to all raw data and access on demand to all of the Supplier's reporting tools.
- 2.6 The format and content of the Performance Monitoring Report, along with the method and timeliness for Supplier response to challenge, should be agreed with the Customer in accordance with the provisions set out in the SOM.
- 2.7 The Supplier shall undertake a Root Cause analysis of its Services and provide the outcome of such analysis to the Agency Manager.

### 3. PRINCIPAL POINTS

- 3.1 The objectives of the Service Levels and Service Credits are to:
  - 3.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;
  - 3.1.2 incentivise the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels; and
  - 3.1.3 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Supplier's failure to deliver the level of service for which it has contracted to deliver.

### 4. SERVICE LEVELS

- 4.1 Annex 1 to this Part A of this Call Off Schedule sets out the Service Levels the performance of which the Parties have agreed to measure.
- 4.2 The Supplier shall monitor its performance of this Call Off Contract by reference to the relevant performance criteria for achieving the Service Levels shown in Annex 1 to this Call Off Schedule (the "**Service Level Performance Criterion**") and shall send the Customer a Performance Monitoring Report detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Call Off Schedule.
- 4.3 The Supplier shall, at all times, provide the Services in such a manner that the Service Level Performance Measures are achieved.
- 4.4 If the level of performance of the Supplier for any element of the Services during the Call Off Contract Period:
  - 4.4.1 is likely to or fails to meet any Service Level Performance Measure; or
  - 4.4.2 is likely to fall below the Service Level Threshold, or
  - 4.4.3 is likely to cause or causes a Critical Service Level Failure to occurthe Supplier shall immediately notify the Customer in writing and the Customer, in its absolute discretion and without prejudice and without affecting any other of its rights howsoever arising may:
  - a. require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Customer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring; and

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- b. if the action taken under Paragraph (a) above has not already prevented or remedied the Service Level Failure or Critical Service Level Failure, the Customer shall be entitled to instruct the Supplier to comply with the Rectification Plan Process; or
  - c. if a Service Level Failure has occurred, deduct from the Call Off Contract Charges the applicable Service Credits payable by the Supplier to the Customer in accordance with the calculation formula set out in Paragraph 5.5 below and Annex 3 of Part A of this Call Off Schedule; or
  - d. if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure in accordance with Clause 9.1.2 (Critical Service Level Failure) (including subject to, for the avoidance of doubt, the proviso in Clause 9.1 of this Call Off Contract in relation to material Default).
- 4.5 Approval and implementation by the Customer of any Rectification Plan shall not relieve the Supplier of any continuing responsibility to achieve the Service Levels, or remedy any failure to do so, and no estoppels or waiver shall arise from any such Approval and/or implementation by the Customer.

**5. SERVICE CREDITS**

- 5.1 Part A of this Call Off Schedule sets out the formula used to calculate Service Credits payable to the Customer as a result of a Service Level Failure in a given service period which, for the purpose of this Call Off Schedule, shall be a recurrent period of one calendar Month during the Call Off Contract Period (the “**Service Period**”). Service Credits may be waived by the Customer on a case-by-case basis during the first three months from the date of Achievement of each relevant OSCD in relation to the relevant Service Levels where the underlying failure could not have been reasonably foreseen prior to the date of Achievement of OSCD.
- 5.2 Annex 1 to Part A of this Call Off Schedule includes details of each Service Level Performance Criterion if the applicable Service Level Performance Measure is not met by the Supplier.
- 5.3 The Customer shall use the Performance Monitoring Reports supplied by the Supplier under Part B (Performance Monitoring) of this Call Off Schedule to verify the calculation and accuracy of the Service Credits, if any, applicable to each relevant Service Period.
- 5.4 Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. The Supplier shall set-off the value of any Service Credits after validation and acceptance by the Customer against the next available invoice in accordance with calculation formula set out in Paragraph 5.5 below and Annex 3 of Part A of this Call Off Schedule.
- 5.5 The amount of any Service Credits shall be determined by the Achieved Service Level, the Service Level Performance Measure and the Service Level Threshold and is calculated by using the straight line formula below:-

**Service Credit % = (m\*(a-x) + c) \* Repeat Failure Multiplier - where:**

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- “m” is a coefficient defined for a particular Service which is calculated from the formula  $m = (d-c)/(a-b)$ , that is the slope of the straight line;
- “d” is the maximum Service Credits (%) payable if the Achieved Service Level reaches the Service Level Threshold;
- “c” is the minimum Service Credits (%) payable if the Achieved Service Level falls below the Service Level Performance Measure;
- “a” is the Service Level Performance Measure (%) below which Service Credits shall become payable;
- “b” is the Service Level Threshold (%);
- “x” is the Achieved Service Level (%) for a Service Period;

and

“Repeat Failure Multiplier” shall have the meaning set out in Paragraph 9.4 of this Call Off Schedule.

- 5.6 For the avoidance of doubt applicable “**Service Level Thresholds**” shall be as set out in Annex 1 to Part A of this Call Off Schedule.
- 5.7 Any Service Credits payable by Supplier shall be subject to the following minimum and maximum:

Minimum Service Credits %	Maximum Service Credits %
2.5%	10%

- 5.8 Unless stated otherwise in this Call Off Schedule, the amount of the Service Credit (in pounds Sterling) shall be calculated according to the formulae:

Service Credit (£) = Service Credit (%) **x 15%** of the Call Off Contract Charges for the Service Period.

- 5.9 Service Credits for particular Services shall be cumulative. For the avoidance of doubt, this means that all Service Credits will be added together to make the total Service Credit payable by the Supplier in relation to all Services delivered by the Supplier.
- 5.10 Aggregate Service Credits for all Services delivered by the Supplier to the Customer shall be limited in each Service Period to

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000.

## 6. NATURE OF SERVICE CREDITS

- 6.1 The Supplier confirms that it has modelled the Service Credits and has taken them into account in setting the level of the Call Off Contract Charges. Both

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Parties agree that the Service Credits are a reasonable method of price adjustment to reflect poor performance.

**7. SERVICE CREDIT CAP**

- 7.1 The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000.

**8. SERVICE LEVEL PERFORMANCE MEASURES**

- 8.1 The Supplier shall ensure that the Services meet or exceed the Service Levels at all times from the date of Achievement of the relevant Operational Services Commencement Date.
- 8.2 If the Supplier fails to achieve a Service Level Performance Measure for a particular Service for a Service Period, then Service Credits will apply.

**9. REPEAT FAILURES TO MEET SERVICE LEVEL PERFORMANCE MEASURES**

- 9.1 If the Supplier fails to achieve a Service Level Performance Measure in a Service Period and then fails to achieve the same Service Level Performance Measure in a subsequent Service Period, the failure in the subsequent Service Period shall be a Repeat Failure. The Repeat Failure count shall increment by one (1) for each additional failure.
- 9.2 The Repeat Failure count shall be reset to zero (0) once there have been two (2) consecutive Service Periods in which the Service Level Performance Measure has been met.
- 9.3 In this Paragraph 9 of this Call Off Schedule, the reference to Repeated Failures to achieve a Service Level Performance Measure shall be to the Service Level Performance Measure for one (1) Service Level Performance Criterion.
- 9.4 For any failure to meet Service Level Performance Measure which is a Repeat Failure, the Service Credit applicable shall be increased as follows (the “**Repeat Failure Multiplier**”):

<b>Repeat Failure count applicable to the Service Period</b>	<b>Repeat Failure Multiplier</b>
0	1
1	1.25
2	1.5
3	1.75
4 and above	2

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## ANNEX 1 TO PART A: SERVICE LEVELS AND SERVICE CREDITS

## 1 Incident &amp; Enquiry Resolution

1.1 The “**Incident Severity Levels**” shall be defined as set out in the table below:

Incident Severity Level	Definition
Level 1	<ul style="list-style-type: none"> <li>Prevents 10 or more Users from working and where no Workaround exists;</li> <li>has a critical impact on the ability of the Customer to carry out its statutory obligations;</li> <li>causes major financial loss to the Customer; and/or</li> <li>results in material loss or corruption of any Customer Data.</li> </ul>
Level 2	<ul style="list-style-type: none"> <li>prevents 5 or more Users from working and where no Workaround exists;</li> <li>has a major (but not critical) adverse impact on the activities of the Customer; and/or</li> <li>causes some financial loss to the Customer.</li> </ul>
Level 3	<ul style="list-style-type: none"> <li>prevents one or more Users from working and where no Workaround exists;</li> <li>has a moderate adverse impact on the activities of the Customer.</li> </ul>
Level 4	<ul style="list-style-type: none"> <li>causes minor adverse impact on the provision of the Services to Users.</li> </ul>

1.2 Incident Resolution Times shall be calculated from the time of first report of the Incident by the Service Desk to the Supplier until the time that the action has been completed by or on behalf of the Supplier to repair the Root Cause of the Incident or an agreed (agreed with the Agency Manager and the Customer) Workaround has been implemented by the Supplier.

1.3 An Incident shall be 'closed' only once: (i) Restoration of Service has been achieved; and (ii) the Customer has confirmed to the Supplier that Restoration of Service has in fact been achieved. Notwithstanding the foregoing, if the Supplier believes that it has achieved Restoration of Service and has made three (3) attempts in good faith to confirm this with the Customer, but has been unable to contact the Customer to obtain such confirmation, then the Incident shall be deemed to be closed.

1.4 The Service Level Performance Measure shall be expressed as a percentage of Incidents to be Resolved within the Maximum Incident Resolution Times.

## 2 Incident Resolution

The Maximum Incident Resolution Times for Incidents across all of the Services provided by the Supplier to the Customer shall be as set out in the table below.

Service Level	Incident Severity	Maximum Incident Resolution Times	Service Level Performance	Service Level Threshold
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number	Level		Measure	
SL1	Level 1	Four (4) Elapsed Hours	99.90%	80%
SL2	Level 2	Five (5) Elapsed Hours	99.90%	80%
SL3	Level 3	Eight (8) Operational Hours	99.50%	80%
SL4	Level 4	By the end of the next Operational Day	99.50%	80%

**Note:** For the purposes of this Call Off Contract, performance against Maximum Incident Resolution Times, Service Level Performance Measure and Service Level Threshold Incidents for Severity Level 4 Incidents shall be grouped with and measured together with Severity Level 3 Incidents.

**3 Planned maintenance**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 5	All Planned Service Outages shall be Approved by the Customer.	100%	80%

**4 Planned maintenance**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 6	The Approved planned maintenance outage window shall be adhered to by the Supplier.	99.50%	80%

**5 Asset Tracking**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold



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SL 7	<p>The Supplier shall maintain accurate SACM details, with accuracy as per the Service Level Performance Measure to be verified no less than every 6 months.</p> <p><i>Note: The Supplier shall perform an audit at a selection of Sites to be agreed with the Customer (limited to no more than 10% of the total number of Customer Sites), and compare the results of such audit to the records held in the SACM. The Supplier to present a variance report to the Customer as evidence of meeting this Service Level.</i></p>	99.90%	75%
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**6 Device patching**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 8	The Supplier shall ensure the distribution of Software updates and patches to EUD's in Active Use, as well as EUD's held in storage, as per vendor recommendation or within four (4) weeks, whichever is earlier, or as agreed with the Customer.	100%	80%

**7 Breaches of Security**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 9	<p>No Breaches of Security directly or indirectly caused by the Supplier.</p> <p><i>Note: If one or more security breaches (caused directly or indirectly by the supplier) occur, then the Supplier shall report the Service Level achieved as zero per cent (0%) for this Service Level.</i></p>	100%	<p>1 Breach of Security</p> <p><i>Note: For the purpose of calculating Service Credits, the Service Level Threshold shall be deemed</i></p>

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			<i>to be 99%.</i>
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**8 Security**

<b>Service Level number</b>	<b>Service Level Performance Criterion</b>	<b>Service Level Performance Measure</b>	<b>Service Level Threshold</b>
SL 10	Notify the nominated security representative from the Agency Manager and the Customer of all actual or suspected Breaches of Security within 30 minutes of identification.	100%	90%

**9 Provision of an Impact Assessment under a Change Request**

<b>Service Level number</b>	<b>Service Level Performance Criterion</b>	<b>Service Level Performance Measure</b>	<b>Service Level Threshold</b>
SL 11	An Impact Assessment shall be made available to the Customer within the time period agreed between the Customer and the Supplier in accordance with the provisions of the Change Control Procedure.	99.99%	75%

**10 Change Control Implementation**

<b>Service Level number</b>	<b>Service Level Performance Criterion</b>	<b>Service Level Performance Measure</b>	<b>Service Level Threshold</b>
SL 12	All Changes shall be implemented within the timescale quoted in the relevant Impact Assessment under a Change Request.	99.99%	75%

**11 Change management and the Business Service Catalogue**

<b>Service Level number</b>	<b>Service Level Performance Criterion</b>	<b>Service Level Performance Measure</b>	<b>Service Level Threshold</b>
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SL 13	The Supplier shall adhere to the published timelines in the Business Service Catalogue when satisfying catalogue requests.	99.99%	75%
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**12 Provision of Performance Reports**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 14	Each Monthly performance report shall be delivered within 5 Working Days of the Month's end.	100%	80%

**13 Provision of Performance Reports**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 15	Production of a monthly Finance Report to be delivered within 8 Working Days of the Month's end.	100%	80%

**14 Customer Satisfaction Surveys**

Service Level number	Service Level Performance Criterion	Service Level Performance Measure	Service Level Threshold
SL 16	<p>A percentage of Users to be satisfied or very satisfied with the service provided by the Supplier.</p> <p><i>Note: Ratings to be based on bi-annual assessments covering at least 3000 Users.</i></p> <p><i>Note: As part of the Services the Supplier shall assist and co-operate with the Agency Manager in defining and conducting regular Customer Satisfaction Surveys of the Services they provide and shall have procedures, agreed with the Agency Manager, for responding to any negative output from these surveys.</i></p>	95%	80%

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	<i>Survey questions and ratings to be defined during Implementation.</i>		
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**15 EUD performance – power up**

<b>Service Level number</b>	<b>Service Level Performance Criterion</b>	<b>Service Level Performance Measure</b>	<b>Service Level Threshold</b>
SL 17	<p>Time taken to start an EUD shall be less than 30 seconds.</p> <p>Calculated as the combined time from (i) power on; to (ii) desktop availability (i.e. user name and password have been accepted and the test end user windows desktop profile used for the purpose of the test is available).</p> <p>Time will be recorded :</p> <p>a. when the EUD is not connected to the Customer network;</p> <p>b. using each EUD model on the Customer's estate (e.g. Lenovo Yoga, Lenovo T440s, etc.).</p> <p>c. minus the time for the user entering the passwords.</p> <p><i>Note: Supplier to set out how they intend to evidence Service Level achievement during the Implementation phase.</i></p>	99.9%	80%.

**16 EUD performance – power down**

<b>Service Level number</b>	<b>Service Level Performance Criterion</b>	<b>Service Level Performance Measure</b>	<b>Service Level Threshold</b>
SL 18	<p>Time taken to power down an EUD shall be less than 30 seconds.</p> <p>Calculated as the combined time from (i) shut down instruction; to (ii) full power off</p>	99.9%	80%.

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	<p>Time will be recorded :</p> <p>a. when the EUD is not connected to the Customer network; and</p> <p>b. Using each EUD model on the Customer's estate (e.g. Lenovo Yoga, Lenovo T440s, etc.).</p>		
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**ANNEX 2 TO PART A: CRITICAL SERVICE LEVEL FAILURE**

A Critical Service Level Failure shall include:

- in relation to each Service Level Performance Criteria a failure to achieve the Service Level Threshold for the third consecutive time;
- an Incident of Incident Severity Level 1 continuing for more than twenty four (24) continuous hours in any Service Period; and
- an Incident of Incident Severity Level 1 continuing for more than twenty four (24) accumulated hours in any rolling Month period.

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**ANNEX 3 TO PART A: MEASUREMENT MECHANISMS FOR SERVICE LEVELS**

This Annex 3 to Part A of this Call Off Schedule sets out the measurement mechanisms for the Service Levels. All such measurement mechanisms shall be reviewed and documented by the Parties during Implementation. The provisions of this Annex 3 to Part A of this Call Off Schedule are without prejudice to any other rights and obligations set out in this Call Off Contract.

In the event of any conflict or inconsistency between any provision of this Annex 3 and any other provision of this Call Off Schedule or elsewhere in the Call Off Contract, the other provision of this Call Off Schedule or the Call Off Contract (as applicable) shall prevail to the extent of such conflict or inconsistency.

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000.

This Annex 3 describes how each Service Level listed in this Call Off Schedule will be reported, the source of raw data and measurement methodology.

- **SL1, SL2, SL3 and SL4:** The End User Computing clock will start only once the Incident ticket is delivered to an End User Computing resolve group from the Service Desk.
  - Where an Incident is logged on a weekday afternoon (for example 13:00) the Service Level allows the Supplier to have a replacement EUD with the End User within 8 Operational Hours, which would be before 12:59 the next morning (i.e. 13:00 to 17:00 which is 6 hours, and then the clock stops to discount non-operational hours, and starts at 08:00 the next morning, so four hours into the next Working Day). Once the replacement EUD is dispatched, the User will receive email notification (and SMS notification for the PIN code for the PUDO locker as applicable). Once the EUD has been dispatched, The Supplier will put the ticket under 'Resolved' status, update the ticket with the tracking status.
  - The ownership of the ticket will transfer back to the Service Desk who will then close the Incident post confirmation from the User as per the Incident Management and Service Request Management processes. The Service Desk will confirm the ticket status can be changed to 'Closed' based on the User confirmation.
  - In respect of any Service Level that has does not have the critical mass of data points in any given Service Period (i.e., Service Levels where the number of measured data points occurring in a given Service Period is so low that a single failure would result in a Service Credit), the Supplier shall have the right to eliminate one (1) data point from the calculation of compliance with each such Service Level Any Service Level Failure impacting 2 Service Levels will have to be rationalized to a single Service Level Failure. The Service Credit will be calculated based on agreement with the Customer.
- **SL5 and SL6 (Planned maintenance and Outages)** – All Planned Service Outages will follow the Change Control Procedure, including for the Emergency Maintenance and the Supplier will secure the Customer Approval before implementing the applicable Change. All such Changes will be done in the agreed Change / outage window. Without prejudice to the Change Control Procedure, the Supplier will produce the necessary documentation such as the Impact Assessments and commercials associated with the same. The Customer's ITSM and iChange tool (or

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its replacement) will provide the data to evidence the achievement of this Service Level.

- **SL7 (Asset Tracking)** – The Supplier will label all EUDs and maintain a register of the EUDs deployed and update the Applications Support & Hosting Supplier for updating the SCCM. The Supplier will audit up to 10% of Sites agreed with the Customer to evidence the accuracy of the asset data. The Supplier will produce a variance report against all asset information in SCCM for the audited estate and describe the differences. This report will be published in the Service Delivery Report pack of the subsequent Month.
- **SL8 (Device Patching)** - This will be measured using reports available from SCCM to be provided by the Applications Support & Hosting Supplier and the Supplier UXM solutions. The Supplier will ensure the delivery of software updates to the EUD's in Active Use by
  - Ensuring the EUD build ensures the correct configuration such that Active EUDs can receive the patches as and when deployed by the Applications Support & Hosting Supplier and when they are connected to the network. The Applications Support & Hosting Supplier will be responsible for deploying the patches on all the connected EUDs.
  - Any device in Supplier Test and Build Centre will be fully patched to the latest Software patch levels before they are made available to the End User
- **SL9 (Breaches of Security)** – The Supplier will report all Breaches of Security within the time required, and report on such Incidents in the monthly performance report. The Supplier's Security Information Officer will work with the Customer Operational Security Manager. All tools related Breaches of Security will be identified using sources such as Active Directory logs, the Customer's Data leak solutions, and the threat detection solutions. For people related Breaches of Security, the Supplier will be as transparent as possible with the Customer's Information Assurance function, and within reason implement procedures for continuous improvement.
- **SL10 (Security)** – Breaches of Security ( or suspected Breaches of Security) caused by the Supplier's resolver group in delivering the Services will be reported to the Customer's Service Management and Agency Manager within 30 minutes of Incident identification. Where relevant, remedial action will be discussed and agreed with the Customer. All Breaches of Security and related incidents for the Service Period in End User Computing tower will be consolidated and reported by the Supplier's Service Delivery Management team as part of the Supplier's Service Delivery Report pack at the beginning of each subsequent Month.
- **SL 11 (Provision of an Impact Assessment under a Change Request)** – The Supplier will use the Customer's iChange system for all Change Requests by providing the Impact Assessment Reports (IAR) working with Agency Manager. The Supplier will report all IAR's with information such as nature of Change (simple/complex), date of request, date report produced and submitted to Agency Manager as part of the Supplier's Service Delivery Report Pack for Service Period.
- **SL 12 (Change Control Implementation)** – The Supplier will produce monthly Change Report for all changes implemented by the Supplier. The Supplier will use the Customer's iChange data and will include reference to the IAR and the Change Authorisation Note. This report is part of the Supplier's Service Delivery Report Pack for Service Period.
- **SL13 (Change management and the Business Service Catalogue)** – The Supplier's service delivery management team will produce a report describing the Supplier's performance against the published Business Service Catalogue for all Service Requests. SL14 and SL15 (Provision of Performance Reports) – The Customer Remedy shall be configured to report EUC Service Performance in near real time. It will be accessible to the nominated the Customer Service Delivery Management team. All Service reports will be produced in mutually agreed formats



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and submitted to the Customer within 5 Working days (for Service Reports) and 8 Working Days of subsequent month for Service Period.

- **SL16 (Customer Satisfaction Surveys)** – Customer satisfaction surveys will be initiated by the Agency Manager and Service Desk. The Supplier will support and assist to help shape the survey. The Supplier will deliver the Services to ensure the satisfaction ratings are met or exceeded.
- **SL17 (EUD Performance Power Up) and SL18 (EUD Performance Power Down)**  
-The Supplier will perform the EUD performance power up tests on EUDs which are not connected to the network as requested. The metrics from power on to desktop availability will be manually collected and recorded. As a part of the Implementation project, the Supplier will work with the Agency Manager to define the measurement methodology for this Service Level and document the same in the Systems of Measurement Reference Document.

The Supplier has considered the calculation and reporting of the Service Levels as per the Customer Requirements. The Supplier has interpreted the formula provided in the Call Off Contract as set out in the table below. The interpretation will be customised in discussions with the Customer during Implementation.

Service Level number	Maximum Incident Resolution Times	Formula
SL1	Incident Resolution Times	$A / B * 100 = C$ A = Total no. of Level 1 Incidents Tickets resolved within Service Level Performance Measure by Supplier B = Total no. of Level 1 Incidents Tickets Resolved by Supplier during the service window and are in status "closed" at the time of calculation C = % of Level 1 Tickets resolved within Service Level Performance Measure to total number of Level 1 tickets resolved by the Supplier and are in status "Closed" at the time of calculation
SL2		
SL3		
SL4		
SL 5	Planned maintenance	$A / B * 100 = C$ A = Total no. of approved Planned Service Outages B = Total no. of Planned Service Outages C = % of Planned Service Outages that were approved
SL 6	Planned maintenance	$A / B * 100 = C$ A = Total no. of Approved planned maintenance outages executed during maintenance outage window B = Total no. of outages C = % of planned outages that were executed during maintenance outage window
SL 7	Asset Tracking	$A / B * 100 = C$ A = Total number of Total EUD's under Active Use B = Total number of Total EUD's under Active Use C = percentage of data accuracy <b>[Note: these calculations to be confirmed by the Parties during Implementation.]</b>
SL 8	Device Patching	$A / B * 100 = C$ A = Total no. of EUDs in storage plus newly configured EUDs that are made available to the End Users from the Supplier Test and Build Centre B = Total no. of security patches due on measurement month

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		C = % of installed security patches that met target <b>[Note: these calculations to be confirmed by the Parties during Implementation.]</b>
SL 9	Breaches of Security	$A / B * 100 = C$ A = Total no. of Breaches of Security caused directly or indirectly by the Supplier B = Total no. of incident breaches C = % of Breaches of Security. <b>[Note: these calculations to be confirmed by the Parties during Implementation.]</b>
SL 10	Security	$A / B * 100 = C$ A = Number of incidents where notification was sent to the Agency Manager representative within 30 minutes B = Total no. of actual or suspected Breaches of Security C = % of incidents where notification was sent to the Agency Manager within the required timescale
SL 11	Provision of IA under a Change request	$A / B * 100 = C$ A = Number of Changes where IA was made available within the time period agreed B = Total no. of Changes performed C = % of IAs made available within the agree time period
SL 12	Change Control implementation	$A / B * 100 = C$ A = Total no. of Changes implemented by the Supplier within the time quoted B = Total no. of Changes implemented by the Supplier C = % of Changes implemented by the Supplier within the time quoted
SL 13	Change Management and Business Service Catalogue	$A / B * 100 = C$ A = Total no. of catalogue requests adhered to within the timeline specified B = Total no. of catalogue requests made on the Supplier C = % of catalogue requests satisfied within published timelines
SL 14	Provision of performance reports	$A / B * 100 = C$ A = Monthly performance reports delivered on time within 5 Working Days of the Month's end B = Number of Monthly performance reports delivered C = % of performance reports provision on time
SL 15	Provision of Performance reports	$A / B * 100 = C$ A = Monthly financial performance reports delivered on time within 8 Working Days of the Month's end B = Total no. of Monthly financial performance reports delivered C = % of provision of performance reports on time
SL 16	Customer Satisfaction	$A / B * 100 = C$ A = number of responses with a "satisfied" or "very satisfied" score on the single defining question in the survey B = number of responses C = percentage of Users scoring above the target customer satisfaction level.
SL 17,18	EUD performance – power up/ power down	$A / B * 100 = C$ A = Total no. of EUDs that took less than 30 seconds to start

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		B = Total no. of EUDs in the estate C = percentage of EUDs starting in less than 30 seconds
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**PART B: PERFORMANCE MONITORING****1. PRINCIPAL POINTS**

1.1 Part B to this Call Off Schedule provides the methodology for monitoring the provision of the Services:

1.1.1 to ensure that the Supplier is complying with the Service Levels; and

1.1.2 for identifying any failures to achieve Service Levels in the performance of the Supplier and/or provision of the Services ("**Performance Monitoring System**").

1.2 Within twenty (20) Working Days of the Call Off Commencement Date the Supplier shall provide the Customer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

**2. REPORTING OF SERVICE FAILURES**

2.1 The Supplier shall report all failures to achieve Service Levels and any Critical Service Level Failure to the Customer in accordance with the processes agreed in Paragraph 1.2 of Part B of this Call Off Schedule above.

**3. PERFORMANCE MONITORING AND PERFORMANCE REVIEW**

3.1 The Supplier shall provide the Customer with performance monitoring reports (including Finance Reports) ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to Paragraph 1.2 of Part B of this Call Off Schedule above which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:

3.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;

3.1.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;

3.1.3 any Critical Service Level Failures and details in relation thereto;

3.1.4 for any Repeat Failures, actions taken to resolve the underlying cause and prevent recurrence;

3.1.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and

3.1.6 such other details as the Customer may reasonably require from time to time.

3.2 The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Supplier

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and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):

- 3.2.1 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier;
  - 3.2.2 take place at such location and time (within normal business hours) as the Customer shall reasonably require unless otherwise agreed in advance;
  - 3.2.3 be attended by the Supplier Representative and the Customer Representative; and
  - 3.2.4 be fully minuted by the Supplier. The prepared minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Customer Representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Supplier Representative and the Customer Representative at each meeting.
- 3.3 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.
- 3.4 The Supplier shall provide to the Customer such supporting Documentation as the Customer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.
- 3.5 The Supplier shall perform an audit of the accuracy of the Supplier's SACM details and compare the results of such audit to the records held in the master SACM. The Supplier to present a variance report to the Customer as evidence of meeting Service Level 7 (Asset Tracking).

**4. CUSTOMER SATISFACTION SURVEYS**

- 4.1 In order to assess the level of performance of the Supplier, the Customer may undertake satisfaction surveys in respect of the Supplier's provision of the Services.
- 4.2 The Customer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Services which the responses to the satisfaction surveys reasonably suggest are not in accordance with this Call Off Contract.
- 4.3 All other suggestions for improvements to the provision of Services shall be dealt with as part of the continuous improvement programme pursuant to Clause 60 of this Call Off Contract (Continuous Improvement).