CO0168 – Managed Network Service – Draft Service Levels (Extract)

The Authority will supply Service Levels for the Managed Network Service, these will be across the following areas:
- Site Availability
- Incidents
- Problems
- Service Requests/Project Work

Service credits associated with the above will be fixed and the intention is for a maximum cap per calendar month.

The potential Service Credits for Site Availability is shown below, based on a 30-day month example – 43200 minutes:

Site Availability %	Minutes Outage	Hours Outage	Service Credit
100.00%	0	0	£ -
99.86%	60	1	£ -
99.72%	120	2	£ -
99.58%	180	3	£ -
99.44%	240	4	£ -
99.31%	300	5	£ 250.00
99.17%	360	6	£ 275.00
99.03%	420	7	£ 300.00
98.89%	480	8	£ 325.00
98.75%	540	9	£ 350.00
98.61%	600	10	£ 375.00
98.47%	660	11	£ 400.00
98.33%	720	12	£ 425.00
98.19%	780	13	£ 450.00
98.06%	840	14	£ 475.00
97.92%	900	15	£ 500.00

Key:
Operating Service Level
Service Threshold

For this market engagement exercise, we have provided an extract from the Service Levels and included two scenarios to show how this could be applied.

Extracts from the Service Level Agreement

Availability

Description	Operating Target	Measurement	Service Credits	Detailed Description
Site Availability - The components necessary to deliver the Full Service includes Circuit, Hardware Configuration Items and Wireless. Measured per site.	99.44%	Previous Calendar Month on a 24x7 basis known as the Reporting Period Measuring the longest downtime at the site, per component, less any "stop the clock" time.	A financial penalty for each full 60 mins outside of the Operating Target commencing at £250 and rising by increments of £25 for each additional 60 minutes of unavailability	Is the measure that all Service components must be available: - Circuit per site - Hardware Configuration Item per site e.g. Router, Firewall, Switch, Access Point, or other Hardware installed by or on behalf of the Provider - Wireless – measured from the site where all wireless service components must be available. Unavailable is if any SSID is not broadcasting, any portal or splash page is not available and more than three consecutive non-user errors are noted on the platform per site. Restoration of service will be after a successful login by an End User.

Response

Description	Operating Target	Measurement	Service Credits	Detailed Description
ServiceDesk - Initial response time to Incident P1	15 mins	Previous Calendar Month on a 24x7 basis known as the Reporting Period	£100 per failure	From receipt of a reported incident from the Authority or alert by tooling, the elapsed time to log an incident, provide a reference number to the Authority, assign engineer and start initial diagnosis must be no longer than 15 mins.

Update Frequency

Description	Operating Target	Measurement	Service Credits	Detailed Description
ServiceDesk - Update Frequency to Incident P1	30 mins	Previous Calendar Month on a 24x7 basis known as the Reporting Period.	£100 per failure	Following Initial Response, Elapsed time between public updates to the Authority measured during the Working Day.

Incident Resolution

Description	Operating Target	Measurement	Service Credits	Detailed Description
Incident resolution Time P1	4 hours	Previous Calendar Month on a 24x7 basis known as the Reporting Period. The time from the Supplier's Service Desk System logging an Incident. Incident raised by the Authority or alerted by the Supplier monitoring system or as informed by any other source, to when it was placed in 'Resolve' status, less any Stop the Clock time.	£500	The number of open and closed Incidents or Problems in the Service Period, failing the Resolution Service Level Target in the Service Period.

Scenario 1 - In this scenario, a Wireless Splash Page is unavailable, meaning Users cannot use the Service, everything else is available**.**

Components	Site Availability based on 30 days (43200 minutes)	Outage	Calculation	Site Availability Service Credit	Incident Service Credit
Circuit	Is the measure of each Circuit per site.	No downtime in the measured 30 days	100% available, 0 minutes unavailable	N/A	N/A
Configuration item	is the measure of each Hardware Configuration Item per site e.g. Router, Firewall, Switch, Access Point, or other Hardware installed by or on behalf of the Provider	No downtime in the measured 30 days	100% available, 0 minutes unavailable	N/A	N/A
Wireless	Is the measure that all Service components must be available.	The end user(s) at site A cannot use splash page for persona and therefore cannot use the service – 8 hours outage	Available uptime (minutes per month 43200) minus Service Unavailable minutes 480 minutes = 42720 minutes, which is available minutes in the month. 42720 minutes divided by Available uptime in the month, 43200 minutes equals 0.9888, multiplied by 100 equals 98.88% referred to as Availability percent for the month. 8 hours unavailability = 98.88%	APPLIED	N/A
Total outage across all components	Is the measure of the maximum minutes of downtime across any individual components by Site		Calculated as: - Circuits 0 minutes unavailability - Configuration Item 0 minutes unavailability - Wireless 480 minutes unavailability equals 480 minutes equals 98.88% availability	£325	£0

End of Scenario 1

Scenario 2 – In this scenario there are multiple impacts within a single Service Period. There is a configuration item down for an extended period, covering a couple of days of operation as well as circuit downtime and knock-on wireless impacts. The Authority only applies Service Credits to the single worst component, rather than a cumulation of all the events in the period.

Components	Site Availability based on 30 days (43200 minutes)	Outage	Calculation	Site Availability Service Credit	Incident Service Credit
Circuit	Is the measure of each Circuit per site.	Circuit unavailable for 120 minutes	Available uptime (minutes per month 43200) minus Service Unavailable minutes 120 minutes = 43080 minutes which is Available minutes in the month. 43080 minutes divided by Available uptime in the month 43200 minutes equals 0.9972 multiplied by 100 equals 99.72 referred to as Availability percent for the month. 2 hours unavailability = 99.72%	N/A	N/A
Configuration item	Is the measure of each Hardware Configuration Item per site e.g. Router, Firewall, Switch, Access Point, or other Hardware installed by or on behalf of the Provider	Access point offline from Monday 10am until Tuesday 14:00pm - example site is open between 8am to 6pm therefore "stop the clock" will apply as in this example there is no access to the site outside of business hours	Available uptime (minutes per month 43200) minus Service Unavailable minutes 1680 minutes, minus "stop the clock time" as no access to site = 840 minutes, equals 840 minutes. 42360 minutes which is Available minutes in the month. 42360 minutes divided by Available uptime in the month 43200 minutes equals 0.9805 multiplied by 100 equals 98.05% referred to as Availability percent for the month. 14 hours unavailability = 98.05%	APPLIED	APPLIED

Components	Site Availability based on 30 days (43200 minutes)	Outage	Calculation	Site Availability Service Credit	Incident Service Credit
Wireless	Is the measure that all Service components must be available.	Wireless impacted by Circuit unavailability 120 minutes.	Available uptime (minutes per month 43200) minus Service Unavailable minutes 120 minutes = 43080 minutes which is Available minutes in the month. 43080 minutes divided by Available uptime in the month 43200 minutes equals 0.9972 multiplied by 100 equals 99.72 referred to as Availability percent for the month. 2 hours unavailability = 99.72%"	N/A	N/A
Total outage across all components	Is the measure of the maximum minutes of downtime across any individual components by Site		Calculated as - Circuits 120 minutes unavailability - Configuration Items, 840 minutes unavailability - Wireless 120 minutes unavailability equals 840 minutes equals 98.05% availability	£475	£500

End of Scenario 2