

**ANNEX C TO CONTRACT ISSCCT/0239**

**SERVICE MANAGEMENT AND SERVICE LEVELS**

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

1. The objectives of the Service Levels and Performance Monitoring is to:
  - a. Ensure that the Core Services are of a consistently high quality and meet the requirements of the Authority;
  - b. Provide a mechanism whereby the Authority can attain meaningful recognition of inconvenience and/or loss resulting from the Contractor failure to deliver the level of Core Service for which it has contracted to deliver;
  - c. Incentivise the Contractor to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.

**Service Levels**

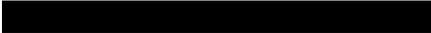
2. All activities under the Service Levels heading are part of the Core Service.
3. The Core Services provided by the Contractor shall be measured by the Authority against the Service Levels; the Service Levels are based on Service availability based on Tables 1 and 2 in this Annex C to the Contract.
4. The Contractor shall, at all times, provide the Core Services in such a manner that the required Service Levels are achieved.
5. The Contractor shall monitor its performance of the Core Service by reference to the Service Levels and shall send a monthly report to the Authority’s Project Manager detailing the level of Service achieved in accordance with the agreed reporting structure.
6. The Contractor shall not take any unauthorised action outside of the Working Day) that would result in Service unavailability.
7. Failure to meet the Service Levels, set out in this Annex C Service Management and Service Levels (as amended from time to time in accordance with Condition 21 of the Contract), shall result in a reduction of the amounts payable in respect of the Services.



[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



Functional Area	All Functions	Full Functions	Partial Functions	All Functions
All Issues	0	0	2	2
Component: core services: core > 200 terminals	0	2	2	2
< 200 terminals	2	2	2	4
0 terminals	2	4	2	8
Table 2: Fault Priority Definition by Functional Area				



9. A Fault is defined as any event which is not part of the standard operation of the Core Service and which causes, or may cause, an interruption to or a reduction in, the quality of the Core Service. A Function and a Function Element (partial Function) are defined as a facility in the application as listed in Table 4 to this Annex C to the Contract.

- a. All Faults affecting HQ Upavon shall be categorised at no lower than Priority 2;
- b. Where multiple Faults are recorded against the same issue, they shall be treated as a single Fault report and assigned an appropriate Priority.
- c. When a software Fault requires a coded change to the application to resolve, the Contractor shall, if feasible, provide a short term fix (workaround) to enable users to continue using the Core Service and then deliver a permanent fix within a quarterly maintenance release agreed with the Authority's Project Manager. The "no code change" fix time shall apply to the short term fix. As the permanent fix shall be implemented via a maintenance release the "code change" fix time SLA shall not apply.
- d. Faults arising from a cause outside of the Contractor's control shall not be subject to Service Credits. Examples of such Faults include Faults arising from:
  - i. Force Majeure Events;
  - ii. Acts and omissions of the Authority;
  - iii. Failures of third party Services (e.g., telecommunications Service, RLI);
  - iv. Deficiencies/defects in software, equipment or facilities provided by the Authority;
  - v. Operational Level Agreements with DII, MoDNet, RPP, DBS
  - vi. The Authority's decision not to proceed with recommended changes or investments in the Technical Infrastructure /systems such as recommendations within the annual obsolescence report
  - vii. In the event that the Authority (HQ ARTD) elects not to implement a recommendation in the Contractor's technology change report, the Contractor shall not be liable for Service Credits for issues that are a direct result of an obsolescence issue that the Authority did not pursue and later impact directly on the Contractor's ability to deliver the Core Service to the agreed Service Levels.
  - viii. Data issues as a result of incorrect/inaccurate data entry by the users of the JPA or TAFMIS Recruiting Services systems shall not constitute





13. The performance monitoring system will include but not be limited to the following report items:

- a) Notifications to the Authority of Service failures and any other defects in the Contractor's performance and/or delivery of the Services;
- b) Contractor self-monitoring in accordance with the Service Levels;
- c) Incident statistics; and
- d) Performance review

14. The performance monitoring system will be agreed between the Authority and the Contractor. The performance monitoring system will be binding upon the Contractor. The report produced from the performance monitoring system will provide the evidence for the calculation of the Service Charge.

15. The Contractor will provide the performance monitoring report on a monthly basis.

16. Without prejudice to any provisions set out in the contract each of the Authority and the Contractor will have the right to propose any changes to the performance monitoring system in accordance with change control procedures.

17. The Contractor shall provide to the Authority's Project Manager the performance monitoring report during the Service Management Meeting as specified in Annex D to the Contract, for the period of the prior month.

18. Without prejudice to any provisions set out in the Contract either Party shall have the right to propose any changes to the performance monitoring system.

**Records**

[REDACTED]

[REDACTED]

[REDACTED]

**Service Credits**

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

<b>Function</b>	<b>Function Element</b>
<b>Develop Courses</b>	Carry out job analysis and create job specifications
	Define training objectives
	Design course
	Document course
	Cost course
	Obtain Authority funding
<b>Procure and Manage Training Assets and Resources</b>	Request Assets and resources
	Resolve asset and resource conflicts
	Maintain course training assets and resources details
<b>Procure and Manage Training Assets and Resources</b>	Administer support bids
<b>Schedule Course</b>	Identify course dates
	Develop course schedule
	Disseminate course schedule
	Approve throughput
<b>Manage Students</b>	Administer bids for places
	Administer student arrivals
	Allocate course places
	Administer accommodation
	Monitor course attendance
<b>Manage Instructors</b>	Assign instructors to courses
	Establish instructor availability/qualifications
<b>Run Course</b>	Assess course results
	Manage assets and resources
	Validate course (internal)
	Monitor training efficiency
<b>Validate Results</b>	Design/modify validation approach
	Carry out validation (external)
	Analyse results
	Modify training objectives
<b>Management Information</b>	Ad hoc reporting facilities
	EMIS
	FOTIS

#### **Table 4: Application Functions and Partial Functions**