

## KEY PERFORMANCE INDICATORS (KPI) AND SERVICE CREDITS

Key Performance Indicator	Service Credit
System availability 98% per annum - Website outage report to fix within 2 full working days	£75 per event where report to fix is not delivered plus daily support costs (daily support cost = annual support costs / 365 days per annum)
7 day notice to be provided in event of planned system downtime – planned outage to be in non-core hours (e.g. 1900hr to 0700hrs)	£75 per event unplanned outage plus refund of daily support costs (daily support cost = annual support costs / 365 days per annum)
Response to technical request (Critical) - Report to fix – 2 full working days	£75 per event where report to fix is not delivered plus refund of daily support costs (daily support cost = annual support costs / 365 days per annum)
<p>Response to technical requests (non-Critical)</p> <ul style="list-style-type: none"> <li>• Acknowledgement by end of next working day.</li> <li>• General advice via helpdesk / portal within 3 days</li> <li>• Substantive response within 7 working days.</li> </ul> <p>Where it is considered that further research is required to support providing a substantive response within 3 working days provide an estimated timeframe around response (typically a full response is to be provided by no later than 10 working days) – to be in agreement with client and evidenced as to reasons for additional time.</p>	£75 per event where report to fix is not delivered plus refund of daily support costs (daily support cost = annual support costs / 365 days per annum)