Schedule 2.2 - Lot 3

Performance Levels

Version 4.0

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CHANGE HISTORY

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1 Introduction

1.1 This Schedule sets out the standards of performance that the Authority requires of the Supplier in respect of the Services. This Schedule is split into three parts:

1.1.1 Part A provides an overview to the Performance Indicators, the Initial Service Period, the calculation of Service Points including in respect of Repeat KPI Failures and Service Credits.

1.1.2 Part B sets out the obligations with regards performance monitoring.

1.1.3 Part C provides an overview of the Performance Indicators applicable to each Service (and their categorisation as a KPI or a SPI) and contains for each Performance Indicator, their definitions, descriptors and details, method of calculation, Service Period, Minimum Service Thresholds of the Performance Indicators and the Service Points applicable.

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Part A: Performance Management

2 Performance Indicators

2.1 Part C sets out the Key Performance Indicators ("**KPIs**") and Subsidiary Performance Indicators ("**SPIs**") which shall be used to measure the performance of the Services.

2.2 The Supplier shall monitor and report its performance against each Performance Indicator and shall submit to the Authority a Performance Monitoring Report detailing its actual Service performance level in accordance with Part B.

2.3 Service Points and Service Credits shall accrue for any KPI Failure and shall be calculated in accordance with Paragraphs 4 and 5.

3 Initial Service Period

3.1 If the Operational Service Commencement Date on which the Service is delivered is:

3.1.1 ten (10) or fewer days before the end of the calendar month in which it occurs, then the period over which the Service is delivered in that calendar month will be added to the subsequent calendar month and the Service Period for the subsequent calendar month shall include the days over which the Service is first delivered; or

3.1.2 more than ten (10) days before the end of the calendar month in which it occurs, then the Service Period for such calendar month shall be the period from the moment the Service is first delivered until the end of that calendar month,

(the "**Initial Service Period**").

4 Service Points

4.1 If the level of performance of the Supplier during a Service Period achieves the Minimum Service Threshold in respect of a Key Performance Indicator, no Service Points shall accrue to the Supplier in respect of that Key Performance Indicator. Notwithstanding Clause 7.7, any change to any Minimum Service Threshold must be agreed between the Parties in accordance with the Change Control Procedure.

4.2 If the level of performance of the Supplier during a Service Period is below the Minimum Service Threshold in respect of a Key Performance Indicator, Service Points shall accrue to the Supplier in respect of that Key Performance Indicator as set out in the remainder of this Paragraph 4 and Paragraphs 5 and 6.

4.3 Service Points shall be calculated as follows:

(a) Subject to Paragraph 6, the initial calculation of Service Points that shall accrue to the Supplier in respect of any KPI Failure shall be made using the applicable number for the level of performance set out for each Performance Indicator in Paragraphs 10 to 18 and 19 ("**Service Point Initial Calculation**").

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(b) The "**Final Service Point Calculation**" is derived by performing the calculation (if applicable) for Repeat KPI Failures set out in Paragraph 5.

4.4 The Final Service Point Calculation is multiplied by the "**Weighting Factor**" for each Performance Indicator to calculate the relevant Service Credits pursuant to Schedule 7.1 (Charges and Invoicing).

5 Repeat KPI Failures

5.1 In addition to any obligations of the Supplier under this Agreement to provide a Rectification Plan, if a KPI Failure occurs in respect of the same Key Performance Indicator:

(a) two times in any three consecutive Service Periods;

(b) three times in any five consecutive Service Periods; or

(c) four times in any twelve consecutive Service Periods;

(the "**Repeat Trigger**"), upon such Repeat Trigger such KPI Failure and any subsequent KPI Failure falling within the applicable Service Periods for the Repeat Trigger shall be deemed a "**Repeat KPI Failure**".

5.2 Where a KPI failure occurs in respect of the KPI MSA1, the Repeat Trigger shall only apply where the KPI Failures have occurred in the same County.

5.3 The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure that is a Repeat KPI Failure shall be calculated as follows:

SP = P x 2 where:

SP = the number of Service Points that shall accrue for the Repeat KPI Failure; and

P = the applicable number of Service Points for that KPI Failure as set out for each KPI in Part C of this Schedule according to its category as a Minor KPI Failure, Serious KPI Failure, Severe KPI Failure or KPI Service Threshold Failure.

6 Accrual of Service Points in respect of multiple KPI Failures arising from same root cause

6.1 Except for KPI Failures which relate to Response Times; Incident Handling; Service Incident Identification, Response and Fix Times; and Service Management MSS1 to MSS6 and MSR1 to MSR6 Performance Indicators:

(a) additional Service Points shall not accrue for any KPI Failure in addition to the original KPI Failure where such additional KPI Failure:

(i) is in respect of the following Performance Indicators: MSA1 and MSA2. Where KPI Failures occur against more than one of the KPIs in this list, Service Points shall only accrue in respect of the first KPI failure in the following order of descending precedence: MSA1, MSA2; and

(ii) such additional KPI Failure:

(aa) occurs in the same Service Period as the original KPI Failure; and

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(bb) is caused at the same time and by the same (or substantially the same) root cause as the original KPI Failure.

6.2 Where multiple Service Incidents have the same (or substantially the same) root cause, the Supplier or the US Supplier shall correlate these Service Incidents (either at the time or retrospectively within the Service Period concerned) and Service Points shall only accrue in respect of any KPI failures for the Service Incident which results from the correlation process.

7 Permitted Maintenance

7.1 Subject to the following, for Tier One Services other than Coverage, the Supplier shall be allowed no periods of Service Downtime for Permitted Maintenance. For Coverage Services only the Authority shall agree to Service Downtime in any one Service Period up to a maximum of […..✂…..] Availability of Coverage, calculated using the methods defined in KPIs MSA1 and MSA2 as appropriate. Any (i) Service Downtime in excess of the maximum of […..✂…..]; and (ii) any Service Downtime which occurs outside agreed times for Permitted Maintenance, shall in each case be counted as un-Availability.

7.2 For Tier Two Services the Supplier shall be allowed to request a maximum of […..✂…..] Service Downtime for Permitted Maintenance in any one Service Period which shall take place between […..✂…..], subject to the provision by the Supplier to the Authority of written risk assessments in the form specified by the Authority and subject to the Service Downtime for Permitted Maintenance being identified in the Maintenance Schedule to be approved in advance by the Authority.

7.3 For Tier Three Services the Supplier shall be entitled to Service Downtime for Permitted Maintenance, subject to providing […..✂…..] notice to the Authority in writing and subject to such Service Downtime for Permitted Maintenance being between the hours of[…..✂….] except where prior approved otherwise in writing by the Authority.

7.4 Where the Authority has approved Permitted Maintenance for a Tier One or Two Service the Authority may request that the Supplier not undertake such agreed maintenance in cases where operational necessity means that such Tier Two Services will be needed at the period previously agreed. In the event of such a request the Supplier shall comply and agree with the Authority a time at which the Permitted Maintenance for a Tier Two Service may be carried out. Where such delay increases the risk that the Supplier may not meet its Minimum Service Threshold in respect of a KPI or SPI, the Supplier shall notify this risk in writing to the Authority Representative within […..✂…..] after becoming aware. Where the Authority makes such a request during a period of Permitted Maintenance the Supplier shall make reasonable efforts to comply in consideration that partially completed maintenance may not be capable of being interrupted immediately.

7.5 The Authority may reasonably request in advance that Tier Three Services be excluded from Permitted Maintenance for periods of time for operational reasons. The Supplier shall make reasonable efforts to accommodate such requests.

8 Service Credits

8.1 Schedule 7.1 (Charges and Invoicing) sets out the mechanism by which Service Points shall be converted into Service Credits.

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8.2 The information contained in the Performance Monitoring Reports shall be included in the information used by the Authority to verify the calculation of any Deductions or Service Credits in each Service Period.

PART B: Performance Monitoring and Review

9 Performance Monitoring and Performance Review

9.1 Performance Monitoring Report

Within ten (10) Working Days after the end of each Service Period, the Supplier shall provide a written report to the Authority Representative which summarises the performance by the Supplier against each of the Performance Indicators (the "**Performance Monitoring Report**"). The Performance Monitoring Report shall constitute Management Information and shall be submitted by the Supplier in such format and using such process as determined by the Authority from time to time and shall contain, as a minimum, the following information.

9.1.1 Information in respect of the Service Period just ended

(a) for each Key Performance Indicator and Subsidiary Performance Indicator, the Supplier's actual performance achieved over the Service Period, and that achieved over the previous 3 Service Periods including details of the extent and number of instances that the Supplier's performance failed to meet the Minimum Service Thresholds and whether any Repeat Trigger has been triggered and which Repeat Triggers have been triggered (if any);

(b) a summary of all Performance Failures of the Supplier that occurred during the Service Period and details of whether there are any (and which are) Critical Performance Failures, Defaults, Intervention Trigger Events, KPI Failures, Material KPI Failures, Material SPI Failures, KPI Service Threshold Failures, Minor KPI Failures, Notifiable Defaults, SPI Failures, Rectification Plan Failures, Repeat KPI Failures, Serious KPI Failures, Severe KPI Failures or Unacceptable KPI Failures);

(c) the Supplier's calculation of the applicable Service Points and Service Credits for the Performance Failures the subject of Paragraph 9.1.1(a) and 9.1.1(b);

(d) which Performance Failures from the Service Period or any prior Service Period remain and details of the progress in resolving them;

(e) for any KPI Failures, Intervention Trigger Events or Rectification Plan Failures occurring during the Service Period, its cause and the action being taken to remedy such failure, address its cause and reduce the likelihood of or prevent recurrence;

(f) the status of any outstanding Rectification Plan processes, including:

(i) whether or not a Rectification Plan has been agreed with the Authority; and

(ii) where a Rectification Plan has been agreed with the Authority, a summary of the Supplier's progress in implementing that Rectification Plan;

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(g) the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the BCDR Plan;

(h) relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Agreement;

(i) such other details as the Authority may reasonably require from time to time; and

9.1.2 Information in respect of previous Service Periods

(a) a rolling total of the number of Performance Failures that have occurred over the past six Service Periods;

(b) the amount of Service Credits that have been incurred by the Supplier over the past six Service Periods; and

(c) the conduct and performance of any agreed periodic tests that have occurred in such Service Period.

and,

9.1.3 Other Information

(a) any results of the External Competency Assessment pursuant to Paragraph 9.5; and

(b) any results of any Satisfaction Surveys pursuant to Paragraph 9.6,

and,

9.1.4 Information in respect of the next three months

(a) any scheduled periodic test planned for the next three months including such as the annual failover test of the BCDR Plan; and

(b) any scheduled Service Downtime for Permitted Maintenance and Updates that has been agreed between the Authority and the Supplier for the next three months.

9.2 Supplier Services Board

9.2.1 The Performance Monitoring Report shall be reviewed and their contents approved by the Authority at the Supplier Services Board (the "**Performance Review Meeting**") to be conducted on a monthly basis (unless otherwise agreed). The Supplier Services Board shall (unless otherwise agreed):

(a) be scheduled to take place within five (5) Working Days after the Performance Monitoring Report is due to be submitted by the Supplier:

(b) take place at such location and time (within the normal business hours of the Authority) as the Authority shall reasonably require (unless otherwise agreed in advance); and

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(c) be attended by the Supplier and the Authority personnel identified in Supplier Services Board Representation as set out in Annex 1 of Schedule 8.1 (Governance).

9.2.2 The Authority shall be entitled to raise before, during or after the Supplier Services Board meeting any questions and/or request any information from the Supplier regarding any Performance Failure. The Supplier shall respond to any such questions and/or request for information within five (5) Working Days after the date such question and/or request for information is notified to the Supplier by the Authority.

9.3 Performance Records

9.3.1 The Supplier shall keep appropriate, accurate and complete documents and records (including service desk records including call histories, staff records, timesheets, training programmes, staff training records, goods received documentation, supplier accreditation records, complaints received and such other records as may be specified by the Authority from time to time) in relation to the Services.

9.3.2 Without prejudice to the generality of the foregoing, the Supplier shall maintain accurate records in accordance with the requirements of Schedule 8.4 (Records Provision) and provide prompt access (being no later than two (2) Working Days after receipt of the Authority's request) to such records to the Authority upon the Authority's request. The records and documents of the Supplier shall be available for inspection by the Authority and/or its nominee at any time and the Authority and/or its nominee may make copies of any such records and documents and shall comply with the requirements set out in Schedule 7.5 (Financial Reports and Audit Rights).

9.3.3 In addition to the requirements in Paragraphs 9.3.1 and 9.3.2, the Supplier shall provide to the Authority such supporting documentation as the Authority may reasonably require in order to verify the level of the performance of the Supplier both before and after each Operational Service Commencement Date and the calculations of the amount of Service Points and Service Credits for any specified period.

9.3.4 The Supplier shall ensure that the Performance Monitoring Report and any variations or amendments thereto which may be approved from time to time by the Authority, any reports and summaries produced in accordance with this Schedule and any other document or record reasonably required by the Authority are made available by the Supplier to the Authority additionally on-line at the location to be specified by the Authority and are capable of being printed, copied, extracted or further distributed by the Authority without restriction.

9.4 Performance Verification

9.4.1 The Authority reserves the right to verify the Services and the Supplier’s performance and any information or reports of the Supplier as to the Supplier's performance under or in connection with this Agreement against the Performance Indicators, including by audit, independent survey or otherwise or by exercise of the Authority's rights under Schedule 7.5 (Financial Reports and Audit Rights).

9.5 External Competency Assessment

9.5.1 On or after each anniversary of the Effective Date or otherwise at any time provided the

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Authority has served not less than one (1) month's notice of its intent, the Authority may (at the Authority's expense) appoint an industry recognised independent body (as determined by the Authority) to assess the quality and effectiveness of the Personnel and Supplier's processes and organisation ("**External Competency Assessment**").

9.5.2 The Supplier shall at its sole cost fully cooperate with such External Competency Assessment, including by providing access to its premises and Supplier Personnel for the purposes of such assessment.

9.5.3 The Authority shall use its reasonable endeavours to ensure that the conduct of the External Competency Assessment does not unduly interfere with the Supplier's operation of its business.

9.6 Satisfaction Surveys

9.6.1 In order to assess the level of performance of the Supplier, the Authority may undertake or require the Supplier to undertake satisfaction surveys (in the form to be determined by the Authority) in respect of Users, various groups of Users or the Other ESN Suppliers, (each survey a "**Satisfaction Survey**") the results of which shall, if the Authority requests, be included in the Performance Monitoring Report. The subject matter of Satisfaction Surveys may include:

(a) the assessment of the Supplier's performance by the Users and the Other ESN Suppliers against the agreed Key Performance Indicators and the Subsidiary Performance Indicators and Operating Level Agreement; and/or

(b) other suggestions for improvements to the Services.

9.7 The Supplier shall report in the Performance Monitoring Report any aspects of the Supplier's performance of the Services which the responses to the Satisfaction Surveys, as reasonably determined by the Authority, state or suggest that the Supplier is not meeting its obligations under the Services Description.

9.8 The Supplier shall agree with the Authority the frequency and level of sampling of Users for surveys to be conducted automatically as part of the incident management process. In the event that the Supplier and the Authority are unable to agree the frequency and level of sampling of Users the Authority's decision shall be final. The Supplier shall collate the results of such survey and report trends and comments in the Performance Monitoring Report.

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PART C: Performance Indicators

PART I: Performance Indicators for Availability, Response Times, Service Desk Response Times, Service Incident Handling and Service Incident Notification, Response and Fix Times

10 Availability

10.1 For the ESN Service Management System, IT Environment or any Services, each shall be considered available ("**Available**") when:

(a) Users are able to access and utilise all the functions of such System, environment or Services; and

(b) the Supplier is able to process the Authority Data and to provide any required reports within the timescales set out in the Services Description (as measured during the applicable Service Hours); and

(c) the performance criteria set out in the definition of the applicable Availability KPI are met.

10.2 The percentage of Availability shall be measured for each Service as a percentage of the total time in a Service Period, in accordance with the formula in each applicable KPI or SPI which are of the general form:

Service Availability % = ((MP-SD)x100)/MP

where:

MP = total number of minutes, excluding any Permitted Maintenance, within the relevant Service Period during the Service Hours (or Operational Hours or Business Hours as applicable and as the case may be in respect of the relevant System, environment or Service); and

SD = total number of minutes, excluding any Permitted Maintenance, of where such System, environment or Services is not Available in the relevant Service Period.

10.3 For the avoidance of doubt, when calculating Availability pursuant to this Paragraph 10:

(a) Service Downtime (SD) due to Permitted Maintenance carried out by the Supplier in accordance with Paragraph 7.2 (Permitted Maintenance) shall be subtracted from the total number of minutes (MP) in the relevant Service Period; and

(b) Service Incidents which are proven and agreed by the Authority based on records stored in the ESN Service Management System to be directly caused by the ES Supplier and whose impact affected the Availability of the Supplier Services, shall, to the extent Availability is so affected be subtracted from total number of minutes of Service Downtime (SD) as calculated in accordance with the applicable KPI definition in the relevant Service Period; and

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(c) Service Points shall accrue if any maintenance undertaken by the Supplier exceeds the time period agreed for such maintenance for such System, environment or Service pursuant to Paragraph 7.2 (Permitted Maintenance).

10.4 Worked examples:

(a) A series of faults cause a number of base sites in two different counties (A and B) to fail for several hours. At the end of the Service Period, the Services have as a result failed to meet the Minimum Service Threshold for KPI MSA1 in both counties A and B. Two (2) Service Points accrue for both counties, resulting in a total of four (4) Service Points.

(b) The following Service Period, further faults cause a number of base sites in counties B and C to fail for several hours. At the end of the Service Period, the Services have as a result failed to meet the Minimum Service Threshold for KPI MSA1 in both counties B and C. In accordance with 5.1 and 5.2, the failure for County B is a repeat failure and hence accrues four (4) Service Points. The failure for County C is not a repeat failure and accrues two (2) Service Points resulting in a total of six (6).

11 Response Times

Response Times for all Services are as defined in the applicable KPIs and SPIs are set out in below.

12 Service Incident Handling

12.1 The Supplier shall operate an electronic system that shall track the status of all Service Incidents associated with the Services (the **“Incident Log”**).

12.2 The Supplier shall integrate its Incident Log with the ESN Service Management System (if this is separate) electronically such that any change in the Incident Log is replicated to the ESN Service Management System sufficiently rapidly (i.e. in near real time) so as to allow any applicable KPIs or SPIs to be met by any ESN Supplier and the Authority to track the Service Incident.

12.3 The Supplier shall raise Service Incidents via the service desk to be provided on the Authority's behalf by the US Supplier (the "**Supplier Service Desk")** via telephone, email, electronic binding of systems.

12.4 The Supplier shall ensure that the Supplier’s Solution permits the raising and logging of Service Incidents via automated means (including, without limitation, as the Authority shall determine, by electronic probes or remote software) and facilitates the Supplier’s own staff to raise or log Service Incidents.

12.5 The time at which the US Supplier records the Service Incident i**n the ESN Servic**e Management System or, where the Service Incident originates within the Supplier’s own Solution, the time the Supplier updates the Incident Log that is synchronised with the ESN Service Management System (where separate) this shall be the **“Incident Identification Time”**.

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12.6 The Supplier shall, for each Service Incident raised, investigate and diagnose or provide support to the US Supplier who shall investigate and diagnose, the nature of each such Service Incident and co-operate with all parties and the Other ESN Suppliers as the case may be in any of their investigations, diagnoses and Resolution of any Service Incident in connection with the Supplier.

12.7 The Supplier shall keep the US Supplier updated, update the Incident Log and where the Resolution of the Service Incident requires the Supplier's action, record in the Incident Log and the ESN Service Management System and the Supplier shall action or communicate such action requirement to such third parties as appropriate.

12.8 Upon completion of the investigation and the diagnosis of the Service Incident the US Supplier will review the record in the ESN Service Management System, ensuring the following information is present:

(a) The Service Incident Identification Time;

(b) A unique Service Incident number;

(c) The nature and severity of the Service Incident;

(d) A list of actions to investigate the Service Incident;

(e) Identification of the party (Supplier or any Other ESN Suppliers) required to take action to resolve the Service Incident;

(f) The confirmed timeframe for the investigation and Resolution and Initial Incident Investigation Conclusion Time;

(g) Response Time; and

(h) Fix Time;

12.9 The US Supplier shall inform the Authority (and User Organisations and/or Other ESN Suppliers as applicable) of the outcome of the investigation of each Service Incident. The time at which these organisations are informed shall be recorded in the Incident Log (the **"Initial Incident Investigation Conclusion Time")** and this information synchronised with the ESN Service Management System (where separate). Should the Service Incident subsequently be returned as being inappropriately designated (e.g. sent to the wrong resolving party) it shall be re-investigated and diagnosed (as per Paragraph 12.6 above) and the Initial Incident Investigation Conclusion Time updated to reflect the second and any subsequent time that the Service Incident is investigated (as per this Paragraph 12.9) until the Service Incident is resolved as described in Paragraph 14.2 below.

12.10 The Supplier shall, at a minimum, use the following methods for informing the US Supplier, the Authority (and User Organisations and/or Other ESN Suppliers as applicable) of the outcome described in Paragraph 12.9:

(a) for Severity One Service Incidents and Severity Two Service Incidents SMS, a phone call and electronically including via the ESN Service Management System;

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(b) for Severity Three Service Incidents a phone call and electronically including via the ESN Service Management System;

(c) for Severity Four Service Incidents and Severity Five Service Incidents electronically including via the ESN Service Management System.

13 Service Incident Identification Time, Response and Fix Times

13.1 The "**Response Time"** of a Service Incident is the period from the Service Incident Identification Time and the Initial Incident Investigation Conclusion Time. For the purpose of the Performance Indicators, the Supplier shall not be entitled to any additional Response Times period in connection with the escalation of a Service Incident to them via the ESN Service Management System, following completion of the Initial Incident Investigation Conclusion Time.

13.2 The "**Fix Time**" of a Service Incident is the period from the Initial Incident Investigation Conclusion Time to the point of its Resolution and "**Resolution**" means in relation to a Service Incident either:

(a) the root cause of the Service Incident has been removed and the Services are being provided in accordance with the Services Description and Performance Indicators; or

(b) the Authority has been provided with a workaround in relation to the Service Incident deemed acceptable by the Authority;

and the party raising the Service Incident, or the Authority acting on behalf of a User Organisation, is in agreement that the Service Incident may be closed, such agreement not to be unreasonably withheld.

13.3 Where a Severity One Service Incident or Severity Two Service Incident recurs despite being apparently Resolved the Supplier shall re-open the original Service Incident and the Fix Time shall be re-started to include all the time the Service Incident is subsequently worked on. Whether or not an Service Incident has recurred shall be initially determined by the Authority, acting reasonably, and may include situations where:

(a) A process can not be comprehensively re-tested as it is an occasional event, e.g. an overnight batch run or an end of month reconciliation of information; and / or

(b) A Service which was not Available is returned to operational status then subsequently fails in a short space of time.

13.4 The Supplier may subsequently prove by problem management (e.g. root cause analysis) that such a situation was two separate Service Incidents accidentally conflated in which case they shall be treated as two separate Service Incidents provided that the Supplier has notified the Authority within one (1) Working Day of becoming aware of such accidental conflation and such time is within thirty (30) days after the date upon which the first of the Service Incidents originated and the Supplier obtained the Authority's approval in writing to such separation of Service Incidents.

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13.5 Worked example:

A fault renders part of Coverage no longer Available. Two hours later it is restored to full functionality after a patch is applied. The Fix Time is two (2) hours. Ten minutes later another fault renders the same or a similar part of Coverage no longer Available. Further investigation reveals another patch is required and this takes a further two hours to resolve. There is one (1) Service Incident recorded with a Fix Time of four (4) hours. Following later problem analysis, it is identified that the first patch did resolve the original Service Incident and the subsequent failure was as a result of that patch causing a separate aspect of the Supplier's Solution to fail which required fixing. The Service Incident is to be reclassified as (2) separate Service Incidents with each recoding a Fix Time of two (2) hours each.

13.6 Fix Times for Severity Three Service Incidents, Severity Four Service Incidents and Severity Five Service Incidents shall be measured in Business Hours.

13.6.1 Worked example for Severity Three Service Incidents, Severity Four Service Incidents and Severity Five Service Incidents:

(a) As Business Hours are 0800-1800, then the clock stops measuring Fix Time at 1800 in the evening and restarts at 0800 the following day.

(b) As weekend and Public Holidays are excluded from Business Hours, then the following day shall be the following Working Day, i.e. across Easter Weekend the clock stops at 1800 on Maundy Thursday and restarts at 0800 on the Tuesday immediately following Easter Monday.

13.7 Fix Times for Severity One Service Incidents and Severity Two Service Incidents shall be measured 24x7 regardless of the Service Hours of the impacted Service(s).

13.8 The Supplier shall measure Incident Identification Times, Initial Incident Investigation Conclusion Times, Response Times and Fix Times as part of its service management responsibilities and report its performance to the Authority on Response Times and Fix Times as part of the Performance Monitoring Report.

13.8.1 For the purposes of this Schedule, the following expressions shall have the following meanings:

Definition	**Meaning**
Service Incident	a reported occurrence of a failure to deliver any part of the Services in accordance with the Authority Requirements or the Performance Indicators or any other unplanned interruption to the ESN Service Management System, the IT Environment or Service or a reduction in the quality of any such item or any other failure of any such item;
Severity One Service Incident	a Service Incident which causes or results in: 1. Loss of a part of Vehicle Coverage containing a large contiguous area amounting to […..✂…..] of the road length of a County 2. Loss of a part of Vehicle Coverage affecting a large number of

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Definition	Meaning
	Users, amounting to[…..✂…..] of Users from a County; 3. Loss of access to the Mobile Communications Service Bearers for a large number of Users amounting to[…..✂…..] of Users from a County (each of points 1-3 being a "Core Network Fault"); 4. Loss of all or part of Coverage within the defined boundaries of a Strategic Location (as described in Paragraph 13.13) at a time when a raised level of service is required (point 4 being a "RAN Fault"); 5. Loss of the interface to the ESN Service Management System (point 5 being an "Interface Fault").
Severity Two Service Incident	a Service Incident which causes or results in: 1. Loss of part of Vehicle Coverage with a widespread impact, amounting to […..✂…..] up to […..✂…..]of the road length of a County; 2. Loss of part of Vehicle Coverage affecting a significant number of Users, amounting to […..✂…..] up to and including […..✂…..] of Users in a County; 3. Loss of access to the Mobile Communications Service Bearers for a significant number of Users, amounting to[…..✂…..]up to and including[…..✂…..] of Users in a County; 4. Reduction in performance (such as a minor intermittent outage) at Strategic Locations at a time when enhanced service is required 5. Failure of an Emergency Vehicle Coverage Solution.
Severity Three Service Incident	a Service Incident which is notified to the Supplier by the Authority, or a User Organisation via the US Supplier, as having an operational impact on User Organisations in accordance with Paragraph 12.5 of this Schedule 2.2 and causes or results in: 1. Loss of part of Vehicle Coverage due to a fault on a single cell site with an impact of […..✂…..] up to and including […..✂…..] of the road length of a County; 2. Loss of part of Vehicle Coverage affecting multiple Users up to and including […..✂…..] in a County; 3. Loss of access to the Mobile Communications Service Bearers for […..✂…..] Users in a County; 4. Localised minor degradation in access to the Services (such as an intermittent outage other than one that would cause a Severity Two Service Incident) affecting[…..✂…..] up to and including […..✂…..]of Users from a County;

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Definition	Meaning
	5. Loss of access to the service catalogue and order management system;
Severity Four Service Incident	a Service Incident which causes or results in: 1. Loss of part of Vehicle Coverage due to a fault at a single cell site in a rural area with no operational impact; 2. Loss of part of Vehicle Coverage affecting a […..✂…..]; 3. Loss of access to the Mobile Communications Service Bearers for a […..✂…..]; 4. Localised minor degradation to performance of Services; 5. Error in documentation in a knowledge database;
Severity Five Service Incident	a Service Incident comprising a flaw which is cosmetic and, as such, does not undermine the User's confidence in the information being displayed or one which has a minimal adverse impact on the ability of an Emergency Service to carry out its duties; Non-exhaustive examples: 1. Report presentation issues; 2. Spelling error; or 3. Misalignment of data on screen display

13.9 The Minimum Service Thresholds for Service Incident Response Time and Service Incident Fix Time shall be as below:

Service Incident Severity	Response Time	Fix Time
Severity One Service Incident (Core Network Faults)	[…..✂…..]	[…..✂…..]
Severity One Service Incident (RAN and Interface Faults)	[…..✂…..]	[…..✂…..]
Severity Two Service Incident	[…..✂…..]	[…..✂…..]
Severity Three Service Incident	[…..✂…..]	[…..✂…..]
Severity Four Service Incident	[…..✂…..]	[…..✂…..]
Severity Five Service Incident	[…..✂…..]	[…..✂…..]

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13.10 For Severity Five Service Incidents, the Service Incident may be treated as fixed if the Parties agree that the fix in question can be rolled-up into a scheduled release.

13.11 The Parties may agree other appropriate treatment on a case by case basis and will document any particular agreement in (at a minimum) the ESN Service Management System.

13.12 The Authority will provide within six (6) months of the Effective Date a list of locations ("**Strategic Locations**") where the Supplier may be required to apply only Severity One and Severity Two Service Incident status to sites providing Coverage to those locations. The Supplier shall agree with the Authority a detailed list of […..✂…..] Strategic Locations including details specific to individual User Organisations, by Effective Date +6 months. Following agreement of that detailed list by the Authority, the relevant Strategic Locations may be changed by the Authority via the Change Control Procedure.

13.13 The list of Strategic Locations will define:

(a) the geographic extent and boundaries of the location; and

(b) any periods during which the raised level of service can be downgraded.

13.14 The Authority will provide a list of Planned Events which require a raised level of service to the Supplier at least one month prior to the entry into Transition of the first User Organisation. The Authority will update the list of planned events on a monthly basis. The list of planned events will define:

(a) the planned events to which the Emergency Services will have to respond over the following calendar year;

(b) the geographic extent of each planned event; and

(c) the duration of each planned event, and consequently the period during which the Authority expects to receive a raised level of service.

13.15 The Authority shall be entitled to add additional Planned Events to the list of Planned Events described in Paragraph 13.14 at short notice in response to changing operational circumstances.

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PART C: Performance Indicators

PART II: Other Performance Indicators

In addition to the Part I Performance Indicators, the Supplier must perform it obligations to the Performance Indicators set out in each table below (categorised according to KPIs and SPIs).

14 Overview of KPIs and SPIs

Paragraphs 15 to 18 below provide an overview of the KPIs and SPIs that apply to the Services that are more particularly described and detailed in the tables which follow in Paragraph 19.

15 Availability of Coverage and Bearer Services

15.1 Availability of Coverage

Ref	Title	Type
MSA1	MS Vehicle Coverage Availability	KPI
MSA2	MS Enhanced Availability for Vehicle Coverage	KPI

15.2 Radio Bearer Access Services

Ref	Title	Type
MSP1	Radio Bearer Setup	KPI
MSP2	Radio Bearer Retainability	KPI
MSP5	Dedicated Bearer Setup Performance	KPI

16 Customer Support

16.1 Billing and Payment

Ref	Title	Type
MSP3	Timely Provision of Billing records	SPI
MSP4	Accuracy of Billing records	SPI

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16.2 Management Information Reporting

Ref	Title	Type
MSA5	Availability of interface to Operational Data and Coverage Data	SPI

17 Service Management

Ref	Title	Type
MSS1	Severity One Service Incident Response Time	KPI
MSS2	Severity Two and Three Service Incident Response Time	SPI
MSS3	Severity Four and Five Service Incident Response Time	SPI
MSS4	Severity One Service Incident Fix Time	KPI
MSS5	Severity Two and Three Service Incident Fix Time	KPI
MSS6	Severity Four and Five Service Incident Fix Time	SPI
MSS7	Key Documents Delivered On Time	SPI
MSS8	Change Request Impact Assessments Efficiency	SPI
MSS9	Late Notice Change Requests	SPI
MSR1	Recovery Time Objective (Priority One Services)	KPI
MSR2	Recovery Point Objective (Priority One Services)	KPI
MSR3	Recovery Time Objective (Priority Two Services)	KPI
MSR4	Recovery Point Objective (Priority Two Services)	KPI
MSR5	Recovery Time Objective (Priority Three Services)	SPI
MSR6	Recovery Point Objective (Priority Three Services)	SPI

17.1 User Service Requests

Ref	Title	Type
MSS10	Service Request Fulfilment Efficiency	SPI

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18 Commercial Management

Ref	Title	Type
MSC1	Continued Commercial Compliance	KPI

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19 Details of KPIs and SPIs

The following sets out the detail of each Performance Indicator, its definition, description, method of calculation, Service Period, Minimum Service Thresholds and the Service Points applicable.

MS Vehicle Coverage Availability	***KPI***	***MSA1***
Definition		
The MS Vehicle Coverage Availability measures the proportion of time (per 'kilometre-minute' Coverage) in a Service Period when the Public Safety Communication Service is Available within Vehicle Coverage, sub-divided by County. *Vehicle Coverage is only Available if it meets the requirements set out in Schedule 2.1.*		
Calculation		
The Availability of Vehicle Coverage in each County shall be measured and Service Points shall accrue as defined below for each County in which Availability is below the Minimum Service Threshold. A calculation for MS Vehicle Coverage Availability shall be made by calculating the MS Vehicle Coverage Availability as a proportion of total possible Availability for each County using data recorded in the ESN Service Management System and other data as necessary, as follows: *The percentage Availability of Vehicle Coverage in each County shall be calculated by determining the Coverage Downtime within the Service Period, as a result of Service Incidents and/or maintenance above that permitted by Paragraph 7.1 (taken together, "**Unexpected Downtime**") which caused part of the required Vehicle Coverage to be not Available. For each such instance of Unexpected Downtime the number of minutes of downtime in the Service Period shall be multiplied by the length in kilometres of roads in scope of the requirements in each County that are affected by the Unexpected Downtime .* *For the purposes of Paragraph 10.1(c) above, the performance against KPIs MSP1 and MSP2 must be above the KPI Service Threshold for Coverage to be deemed Available.* *The Supplier shall calculate the Coverage Downtime for each County for each Service Period as follows:* $\sum Minutes\ of\ downtime\ for\ each\ kilometre\ of\ in\ scope\ road\ in\ the\ Service\ Period$ *The Supplier shall calculate the Percentage Availability of Vehicle Coverage in each County as follows:* $100 * \left(1 - \frac{Coverage\ Downtime\ for\ the\ County}{\sum Minutes\ in\ Service\ Period\ * \sum Kilometers\ of\ in\ scope\ road\ in\ the\ County}\right)$		

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Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be reported by: a) The ESN Service Management System which shall record all Unexpected Downtime*;* and b) The duration of each instance of Unexpected Downtime that shall be multiplied by the number of kilometres of in scope road affected by the Unexpected Downtime for each County.		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

Levels mapped to measurement

Severity	Lower Bound % of MS Vehicle Coverage Availability Within Service Period	Upper Bound % of MS Vehicle Coverage Availability Within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	2
Serious KPI Failure	[…..✂…..]	[…..✂…..]	4
Severe KPI Failure	[…..✂…..]	[…..✂…..]	6
KPI Service Threshold	[…..✂…..]	[…..✂…..]	8
Weighting Factor		**100%**	

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MS Enhanced Availability of Vehicle Coverage	***KPI***	***MSA2***

Definition

The MS Enhanced Availability of Vehicle Coverage measures the proportion of time in a Service Period when the Public Safety Communication Service is Available within Vehicle Coverage, measured separately for roads which are subject to the requirements for Enhanced Availability.

Vehicle Coverage is only Enhanced Available if it meets the requirements set out in Schedule 2.1 (Service Description).

Calculation

The MS Enhanced Availability of Vehicle Coverage shall be calculated by determining the Coverage Service Downtime within the Service Period, as a result of Unexpected Downtime which caused part of the required Vehicle Coverage falling within the scope of Enhanced Availability requirements to be not Available. For each instance of Unexpected Downtime the number of minutes of downtime in the Service Period shall be multiplied by the length in kilometres of roads in scope subject to the requirements for Enhanced Availability that are affected by the Unexpected Downtime.

For the purposes of Paragraph 10.1(c) above, the performance against KPIs MSP1 and MSP2 must exceed the KPI Service Threshold for Coverage to be deemed Available.

The Supplier shall calculate the Coverage Downtime for each Service Period as follows:

$$\sum Minutes\ Service\ Downtime\ per\ km\ in\ scope\ Enhanced\ Availability\ road\ in\ Service\ Period$$

The Supplier shall calculate the Percentage Availability of Enhanced Coverage as follows:

$$100 * \left(1 - \frac{Coverage\ Downtime}{\sum Minutes\ in\ Service\ Period * \sum Kilometres\ of\ in\ scope\ Enhanced\ Availability\ road}\right)$$

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be reported by the following: a) the ESN Service Management System which shall record all Unexpected Downtime; and b) the duration of each instance of Unexpected Downtime that shall be multiplied by the number of kilometres of road subject to Enhanced Availability requirements which are affected by the Unexpected Downtime		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	Lower Bound % of MS Enhanced Vehicle Coverage Availability Within Service Period	Upper Bound % of MS Enhanced Vehicle Coverage Availability Within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	4
Serious KPI Failure	[…..✂…..]	[…..✂…..]	6
Severe KPI Failure	[…..✂…..]	[…..✂…..]	8
KPI Service Threshold	[…..✂…..]	[…..✂…..]	10
Weighting Factor		**100%**	

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Radio Bearer Setup	***KPI***	***MSP1***

Definition

This measures setting up radio bearers for all services on the ESN and relates to the requirements for end to end service, priority and pre-emption.

Calculation

*The percentage of radio bearer ESN Users set up correctly on first attempt in accordance with the procedures set out in Schedule 2.1 ("**Radio Bearer Setup**") will be calculated as:*

$$100 * \left(\frac{\sum Total\ number\ of\ Radio\ Bearer\ Setups\ in\ the\ Service\ Period}{\sum Total\ number\ of\ radio\ bearers\ attempted\ to\ be\ set\ up\ in\ the\ Service\ Period} \right)$$

Radio Bearer Setup will be measured in two ways:

- Type A – performance over a monthly Service Period; and
- Type B – the worst performing hour within a monthly Service Period.

Service Points will accrue for the worst performing measure of Type A and Type B in a Service Period.

Measurement

Service Period	Monthly		
Reporting Method	The KPI will be reported by the Supplier's core or radio access network.		
Service Hours	Operational Hours	**Permitted Maintenance**	Tier One Service

Levels mapped to measurement

Severity	Lower Bound % of Radio Bearer Setup Within Service Period	Upper Bound % of Radio Bearer Setup Within Service Period	Service Points
Minimum Service Threshold Type A Type B	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure Type A Type B	[…..✂…..]	[…..✂…..]	2
Serious KPI Failure Type A Type B	[…..✂…..]	[…..✂…..]	4

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Severe KPI Failure Type A Type B	[…..✂…..]	[…..✂…..]	6
KPI Service Threshold Type A Type B	[…..✂…..]	[…..✂…..]	8
Weighting Factor		**100%**	

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Dedicated Bearer Setup Performance	***KPI***	***MSP5***

Definition

This measures the percentage of Dedicated Bearers for all services on the ESN set up within 120ms. It applies only to User Devices that are in Coverage, and already connected to the Mobile Network with a Default Bearer established.

Calculation

The percentage of Dedicated Bearer setups completed within 120ms will be calculated as:

$$100 * \left(\frac{\sum Total\ number\ of\ Dedicated\ Bearer\ setups\ completed\ within\ 120ms\ within\ Service\ Period}{\sum Total\ number\ of\ Dedicated\ Bearer\ setups\ completed\ within\ Service\ Period} \right)$$

Setup attempts are only counted towards the KPI measurement when User Devices are in Coverage and connected to the Mobile Network with a Default Bearer established.

The time period is calculated from time when bearer establishment is requested by the Mobile Network Gateway or User Device, to completion of bearer establishment. The Supplier is required to propose a reliable and proportionate methodology for monitoring for performance against this KPI, and agree this with the Authority and Other ESN Suppliers in the detailed design phase.

Measurement

Service Period	Monthly		
Reporting Method	The approach to reporting will be agreed between the Supplier, the US Supplier and the Authority in the detailed design phase.		
Service Hours	Operational Hours	**Permitted Maintenance**	Tier One Service

Levels mapped to measurement

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Severity	Lower Bound % of Dedicated Bearer Setup Performance within Service Period	Upper Bound % of Dedicated Bearer Setup Performance within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	2
Serious KPI Failure	[…..✂…..]	[…..✂…..]	4
Severe KPI Failure	[…..✂…..]	[…..✂…..]	6
KPI Service Threshold	[…..✂…..]	[…..✂…..]	8
Weighting Factor		**100%**	

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Radio Bearer Retainability	***KPI***	***MSP2***

Definition

This measures the retention of the Supplier's radio access network of radio bearers throughout the duration of the call or data session and relates to the requirements for end to end service, priority and pre-emption.

Calculation

The percentage of radio bearers retained in the Service Period will be calculated as follows:

$$100 * \left(\frac{\sum Total\ number\ of\ radio\ bearer \frac{call}{data} sessions\ retained\ on\ radio\ access\ network\ until\ terminated\ voluntarily\ by\ the\ User}{\sum Total\ number\ of\ radio\ bearers\ setup\ \ in\ the\ Service\ Period} \right)$$

Measurement

Service Period	Monthly		
Reporting Method	The KPI will be measured on the Supplier's core or radio access network		
Service Hours	Operational Hours	**Permitted Maintenance**	Tier One Service

Levels mapped to measurement

Severity	Lower Bound % of Radio Bearer Retainability Within Service Period	Upper Bound % of Radio Bearer Retainability Within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	2
Serious KPI Failure	[…..✂…..]	[…..✂…..]	4
Severe KPI Failure	[…..✂…..]	[…..✂…..]	6
KPI Service Threshold	[…..✂…..]	[…..✂…..]	8
Weighting Factor		**100%**	

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Timely Provision of Billing Records	***SPI***	***MSP3***

Definition

The proportion of Billing Records issued or due to be issued to the US Supplier which are actually issued within the agreed time frames and under the agreed process pursuant to Schedule 2.1 will be measured. Billing Records provided to the Supplier by other network operators while a User is roaming shall be excluded from the calculation.

Calculation

The Supplier will be measured on the proportion of Billing Records which are issued within 48 hours of the date and time of the record and under the agreed process pursuant to Schedule 2.1 in the Service Period.

$$SPI = 100 * \left(\frac{\sum Number\ of\ Billing\ Records\ issued\ on\ time\ in\ accordance\ with\ agreed\ process}{\sum Total\ Number\ of\ Billing\ Records\ due\ to\ be\ issued\ within\ the\ Service\ Period} \right)$$

Examples:

The Supplier is due to issue 80 Billing Records in the current Service Period of which 78 are issued on time. The SPI measure for the Service Period shall be 97.50% (78/80)

The Supplier is due to issue 120 Billing Records in the current Service Period and 120 in the next Service Period. 30 Billing Records in the current Service Period are issued late being issued on the 3rd of the next Service Period. Of the 120 Billing Records due to be issued in the next Service Period 5 are issued late. The SPI Measure for the current Service Period shall be 75.00% (90/120) and the SPI Measure for the next Service Period shall be 95.83% (115/120)

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Measurement

Service Period	Monthly		
Reporting Method	The SPI will be reported by: a) logs of the Billing and Payment Service; and b) the ESN Service Management System		
Service Hours	Business Hours	**Permitted Maintenance**	Tier Three Service

Levels mapped to measurement

Severity	Lower Bound % of Billing Records issued on time under agreed process within Service Period	Upper Bound % of Billing Records issued on time under agreed process within Service Period within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**10%**	

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Accuracy of Billing Records	***SPI***	***MSP4***

Definition

The Supplier will be measured on the accuracy of the Billing Records issued to the US Supplier within the agreed time frames and under the agreed process pursuant to Schedule 2.1.

Calculation

The proportion of inaccurate Billing Records issued to the US Supplier (where inaccurate by >1% of the total amount payable under such invoice) will be measured.

Example:

The Supplier issues 120 Billing Records in the Service Period of which 115 are accurate, 3 of these are inaccurate by <1% of the total amount payable and 2 are inaccurate by> 1% of the total amount payable. Two instances shall be recorded for the Service Period.

The Supplier issues 90 Billing Records in the Service Period of which 88 are accurate, 2 are inaccurate by <1% of the total amount payable. No instances shall be recorded for the Service Period.

The measure is:

$$100 * \left(\frac{\sum Billing\ Records\ issued\ by\ Supplier\ with\ errors < 1\%}{\sum Billing\ Records\ issued\ by\ Supplier\ in\ the\ Service\ Period} \right)$$

Measurement

Service Period	Monthly		
Reporting Method	The SPI will be reported by information derived from the following: a) Queries and complaints about Billing Record Accuracy from User Organisations and proven Billing errors logged b) Random samples / audits conducted by the Authority or Delivery Partner acting on the Authority's behalf		
Service Hours	Business Hours	**Permitted Maintenance**	Tier Three Service

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Levels mapped to measurement

Severity	Lower Bound % of Billing Accuracy in Service Period	Upper Bound % of Billing Accuracy in Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**100%**	

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Severity One Service Incident Response Time	***KPI***	***MSS1***

Definition

Each Severity One Service Incident shall be treated separately and shall accrue Service Points if the Response Time for the provision of the Initial Incident Investigation Conclusion from the Incident Identification Time is not met.

Calculation

Response Time will be measured and reported for each Severity One Service Incident separately and Service Points will accrue for each Severity One Service Incident where the time lapse between the Incident Identification Time and the Initial Incident Investigation Conclusion Time is above the Response Time set out in Paragraph 13.9 of this Schedule.

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be reported by the Incident Log information recorded for each such Service Incident: *(a) the Incident Identification Time; and* *(b) the Initial Incident Investigation Conclusion Time.*		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

Levels mapped to measurement

Severity	Response Time Upper Bound	Response Time Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂…..]	[…..✂…..]	3
KPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**50%**	

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Severity Two and Three Service Incident Response Time	***SPI***	***MSS2***

Definition

The proportion of Severity Two and Three Initial Incident Investigation Conclusions provided to the Authority outside the Response Times set out in Paragraph 13.9 of this Schedule will be measured.

Calculation

*Response Time will be measured and reported for each Severity Two and Three Service Incident separately. Service Points will accrue for the proportion of total such Service Incidents where the time lapse between the Incident Identification Time and the Initial Incident Investigation Conclusion Time is above the Response Time set out in Paragraph 13.9 of this Schedule ("**Maximum Response Time**").*

The calculation will be the proportion of Response Times below the Maximum Response Time as follows:

$$100 * \frac{\sum Severity\ Two\ and\ Three\ Incident\ Response\ Times < Maximum\ Response\ Times}{\sum \text{Severity Two and Three Service Incidents in the Service Period}}$$

Measurement

Service Period	*Monthly*		
Reporting Method	The SPI will be reported by the Incident Log information recorded for each such Service Incident: *(a) the Incident Identification Time; and* *(b) the Initial Incident Investigation Conclusion Time.*		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	% Severity Two and Three Service Incident Response Times < Maximum Response Times Lower Bound	% Severity Two and Three Service Incident Response Times < Maximum Response Times Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**31.25%**	

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Severity Four and Five Service Incident Response Time	***SPI***	***MSS3***

Definition

The proportion of Severity Four and Five Initial Incident Investigation Conclusions provided to the Authority outside the Response Times set out in Paragraph 14.9 of this Schedule will be measured.

Calculation

*Response Time will be measured and reported for each Severity Four and Five Service Incident separately. Service Points will accrue for the proportion of total such Service Incidents where the time lapse between the Incident Identification Time and the Initial Incident Investigation Conclusion Time is above the Response Time set out in Paragraph 13.9 of this Schedule ("**Maximum Response Time**").*

The calculation will be the proportion of Response Times above the Maximum Response Time as follows:

$$100 * \frac{\sum Severity\ Four\ and\ Five\ Incident\ Response\ Times < Maximum\ Response\ Times}{\sum \text{SeverityFour and Five Incidents in the Service Period}}$$

Measurement

Service Period	*Monthly*		
Reporting Method	The SPI will be reported by the Incident Log information recorded for each such Service Incident: (a) the Incident Identification Time; and (b) the Initial Incident Investigation Conclusion Time.		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	% Severity Four and Five Service Incident Response Times < Maximum Response Times Lower Bound	% Severity Four and Five Service Incident Response Times < Maximum Response Times Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**17.5%**	

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Severity One Service Incident Fix Time	***KPI***	***MSS4***

Definition

Each Severity One Service Incident shall be treated separately and shall accrue Service Points if the average Fix Time for the Resolution of relevant Service Incidents from the Initial Incident Investigation Conclusion Time is not met.

Calculation

Fix Time will be measured and reported for each Severity One Service Incident separately.
Severity One Service Incidents shall then be classified as either:
A. Core Network Faults, or
B. RAN and Interface Faults
and the average Fix Times for each class of Service Incident shall be calculated separately.
Service Points will accrue for each class of Severity One Service Incident where the average time lapse between the Initial Incident Investigation Conclusion Time and the Resolution is above the Fix Time set out in Paragraph 13.9 of this Schedule.

Measurement

Service Period	*Quarterly*		
Reporting Method	The KPI will be measured separately for each of class A and class B Service Incidents defined above, through the use of the following information recorded for each such Severity One Service Incident: (a) Initial Incident Investigation Conclusion Time; and (b) Resolution of the Severity One Service Incident.		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

Levels mapped to measurement

Severity	Fix Time Upper Bound (Service Incidents)		Fix Time Lower Bound (Service Incidents)		Service Points
	Class A	Class B	Class A	Class B	
Minimum Service Threshold	[…..✂….]	[…..✂….]	[…..✂…..]		0
Minor KPI Failure	[…..✂….]	[…..✂….]	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂….]	[…..✂….]	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂….]	[…..✂….]	[…..✂…..]	[…..✂…..]	3

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KPI Service Threshold	[…..✂…..]	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**50%**		

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Severity Two and Three Service Incident Fix Time	***KPI***	***MSS5***

Definition

The Percentage of Severity Two and Three Service Incidents Resolved within the Fix Times specified for Severity Two and Three Service Incidents.

Calculation

*Fix Time will be measured and reported for each Severity Two and Three Service Incident separately. Service Points will accrue for the proportion of total such Service Incidents where the time lapse between the Initial Incident Investigation Conclusion Time and Resolution is above the Fix Time set out in Paragraph 13.9 of this Schedule ("**Maximum Fix Time**").*

The calculation will be the proportion of Fix Times above the Maximum Fix Time as follows:

a. The number of Service Incidents for each Severity Level which occurred during the Service Period;

b. The number of Service Incidents for each Severity Level which have been Resolved within the Fix Time for each Severity Level during the Service Period, where for the purpose of this Performance Measure, Resolution consists of either:

(i) the Service Incident having been closed after having been successfully rectified through action, rectification or a workaround by the Supplier, such that the Services are being provided by the Supplier in accordance with the requirements of this Agreement; or

(ii) Agreed reduction of a Severity Level Two Service Incident or Severity Three Service Incident to a Severity 4 Service Incident or Severity Five Service Incident (at which point the Service Incident becomes subject to Performance Indicator MSS6).

The Supplier shall calculate the Percentage of Service Incident Resolutions provided to the Authority within the required times, based on Severity Level, as follows:

$$100 * \frac{\sum Severity\ Two\ and\ Three\ Indicidents\ Resolved\ within\ Fix\ Time}{\sum Severity\ Two\ and\ Three\ Incidents\ \ within\ Service\ Period}$$

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be reported by the Incident Log information recorded for each such Service Incident: (a) Initial Incident Investigation Conclusion Time; and (b) Resolution of the Severity Two and Three Service Incidents.		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	% Severity Two and Three Service Incident Fix Times < Maximum Fix Times Lower Bound	% Severity Two and Three Service Incident Fix Times < Maximum Fix Times Upper Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂…..]	[…..✂…..]	3
KPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**31.25%**	

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Severity Four and Five Service Incident Fix Time	***SPI***	***MSS6***

Definition

The proportion of Severity Four and Five Service Incidents Resolved outside the Fix Times set out in Paragraph 13.9 of this Schedule will be measured.

Calculation

*Fix Time will be measured and reported for each Severity Four and Five Service Incident separately. Service Points will accrue for the proportion of total such Service Incidents where the time lapse between the Initial Incident Investigation Conclusion Time and Resolution is above the Fix Time set out in Paragraph 13.9 of this Schedule ("**Maximum Fix Time**").*

The calculation will be the proportion of Fix Times above the Maximum Fix Time as follows:

a) The number of Service Incidents for each Severity Level which occurred during the Service Period;

b) The number of Service Incidents for each Severity Level which have been Resolved within the Fix Time for each Severity Level during the Service Period, where for the purpose of this Performance Measure, Resolution consists of either:

(i) the Service Incident having been closed after having been successfully rectified through action, rectification or a workaround by the Supplier, such that the Services are being provided by the Supplier in accordance with the requirements of this Agreement; or

(ii) Agreed reduction of a Severity Level Two Service Incident or Severity Three Service Incident to a Severity 4 Service Incident or Severity Five Service Incident (at which point the Service Incident becomes subject to Performance Indicator MSS6).

The Supplier shall calculate the Percentage of Service Incident Resolutions provided to the Authority within the required times, based on Severity Level, as follows:

$$100 * \frac{\sum Severity\ Four\ and\ Five\ Service\ Incidents\ Resolved\ within\ Fix\ Time}{\sum Severity\ Four\ and\ Five\ Incidents\ \ within\ Service\ Period}$$

Measurement

Service Period	*Monthly*		
Reporting Method	The SPI will be reported by the Incident Log information recorded for each such Service Incident : (a) Initial Incident Investigation Conclusion Time; and (b) Resolution of the Severity Four and Five Service Incidents.		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	% Severity Four and Five Service Incident Fix Times < Maximum Fix Times Lower Bound	% Severity Four and Five Service Incident Fix Times < Maximum Fix Times Upper Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**17.5%**	

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Key Documents Delivered On Time	***SPI***	***MSS7***

Definition

This measures the proportion of Key Documents delivered on time and in accordance with the process agreed for such document delivery. The following are the Key Documents:

(a) Technical design documentation;
(b) Service Management Framework documentation;
(c) Service Failure Reports;
(d) Continuous Improvement Plans;
(e) Business Continuity Plans;
(f) Service Quality Plans;
(g) Performance Monitoring Reports; and
(h) Exit Management Plans.

Calculation

The following shall be recorded:

(a) *number of Key Documents to be delivered during the Service Period under the process agreed by the parties under the Agreement;*

(b) *scheduled date of delivery of such Key Documents; and*

(c) *actual delivery date of delivery by the Supplier of such Key Documents.*

The proportion Key Documents delivered on time and in accordance with the agreed process shall be calculated follows:

$$100 * \frac{\sum Key\ Documents\ delivered\ by\ agreed\ time\ and\ in\ compliance\ with\ agreed\ process}{\sum Key\ Documents\ to\ be\ delivered\ in\ Sevrice\ Period}$$

Measurement

Service Period	*Quarterly*		
Reporting Method	The SPI will be reported under the processes agreed with the Authority for the Supplier's Performance Management Approach		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Three Service*

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Levels mapped to measurement

Severity	% Key Documents Delivered on Time and according to agreed process in Service Period Lower Bound	% Key Documents Delivered on Time and according to agreed process in Service Period Upper Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**10%**	

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Recovery Time Objective (Priority One Services)	***KPI***	***MSR1***

Definition

The Recovery Time Objective (Recovery Priority One Services) measures the time between a Service Disruption or Disaster occurring, and the re-instatement of the relevant Services. The Services in scope of this measure are listed in Annex 1 as Priority One in the Recovery Priority column.

Calculation

The Supplier shall record the following information:

(a) *The Disaster Occurrence Time: the time at which the Disaster occurred;*

(b) *The Service Recovery Time: the time, following the occurrence of the Disaster, that Services are re-instated and are being performed in accordance with the requirements of the Agreement.*

The Actual Recovery Time shall equal the difference between the Disaster Occurrence Time and the Service Recovery Time. This shall be compared with the Recovery Time Objective defined in this measure for those Services in scope.

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be measured through the use of the following information: a) Disaster Occurrence Time; and *b)* The Service Recovery Time		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	RTO Upper Bound	RTO Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	4
Serious KPI Failure	[…..✂…..]	[…..✂…..]	6
Severe KPI Failure	[…..✂…..]	[…..✂…..]	8
KPI Service Threshold	[…..✂…..]	[…..✂…..]	10
Weighting Factor		**100%**	

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Recovery Point Objective (Priority One Services)	***KPI***	***MSR2***

Definition

The Recovery Point Objective (Recovery Priority One Services) measures the point in time, before the Service Disruption or Disaster, to which the relevant Services are recovered, following the Recovery Time. The Services in scope of this measure are listed in Annex 1 as Priority One in the Recovery Priority column.

Calculation

The Supplier shall record the following information:

(a) *The Disaster Occurrence Time: the time at which the Disaster occurred;*

(b) *The Service Recovery Time: the time, following the occurrence of the Disaster, that Services are re-instated and are being performed in accordance with the requirements of the Agreement;*

(c) *The Actual Recovery Point: the point in time, occurring before the Service Disruption or Disaster, to which the Contractor has recovered all data associated with the Services at the Service Recovery Time.*

The Actual Recovery Point shall be compared with the target times set out in this measure for the applicable Services;

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be measured through the use of the following information: *a) The Disaster Occurrence Time;* *b) The Service Recovery Time;* *c) The Actual Recovery Point.*		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	RPO Upper Bound	RPO Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	4
Serious KPI Failure	[…..✂…..]	[…..✂…..]	6
Severe KPI Failure	[…..✂…..]	[…..✂…..]	8
KPI Service Threshold	[…..✂…..]	[…..✂…..]	10
Weighting Factor		**100%**	

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Recovery Time Objective (Priority Two Services)	***KPI***	***MSR3***

Definition

The Recovery Time Objective (Recovery Priority Two Services) measures the time between a Service Disruption or Disaster occurring, and the re-instatement of the relevant Services. The Services in scope of this measure are listed in Annex 1 as Priority Two in the Recovery Priority column.

Calculation

The Supplier shall record the following information:

(a) *The Disaster Occurrence Time: the time at which the Disaster occurred;*

(b) *The Service Recovery Time: the time, following the occurrence of the Disaster, that Services are re-instated and are being performed in accordance with the requirements of the Agreement.*

The Actual Recovery Time shall equal the difference between the Disaster Occurrence Time and the Service Recovery Time. This shall be compared with the Recovery Time Objective defined in this measure for those Services in scope.

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be measured through the use of the following information: *a) The Disaster Occurrence Time* *b) The Service Recovery Time*		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Two Service*

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Levels mapped to measurement

Severity	RTO Upper Bound	RTO Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂…..]	[…..✂…..]	3
KPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**75%**	

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Recovery Point Objective (Priority Two Services)	***KPI***	***MSR4***

Definition

The Recovery Point Objective (Recovery Priority Two Services) measures the point in time, before the Service Disruption or Disaster, to which the relevant Services are recovered, following the Recovery Time. The Services in scope of this measure are listed in Annex 1 as Priority Two in the Recovery Priority column.

Calculation

The Supplier shall record the following information:

(a) *The Disaster Occurrence Time: the time at which the Disaster occurred;*

(b) *The Service Recovery Time: the time, following the occurrence of the Disaster, that Services are re-instated and are being performed in accordance with the requirements of the Agreement;*

(c) *The Actual Recovery Point: the point in time, occurring before the Service Disruption or Disaster, to which the Contractor has recovered all data associated with the Services at the Service Recovery Time.*

The Actual Recovery Point shall be compared with the target times set out in this measure for the applicable Services.

Measurement

Service Period	*Monthly*		
Reporting Method	The KPI will be measured through the use of the following information: *a) The Disaster Occurrence Time;* *b) The Service Recovery Time;* *c) The Actual Recovery Point.*		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Two Service*

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Levels mapped to measurement

Severity	RPO Upper Bound	RPO Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂…..]	[…..✂…..]	3
KPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**75%**	

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Recovery Time Objective (Priority Three Services)	***SPI***	***MSR5***

Definition

The Recovery Time Objective (Recovery Priority Three Services) measures the time between a Service Disruption or Disaster occurring, and the re-instatement of the relevant Services. The Services in scope of this measure are listed in Annex 1 as Priority Three in the Recovery Priority column.

Calculation

The Supplier shall record the following information:

(a) *The Disaster Occurrence Time: the time at which the Disaster occurred;*

(b) *The Service Recovery Time: the time, following the occurrence of the Disaster, that Services are re-instated and are being performed in accordance with the requirements of the Agreement.*

The Actual Recovery Time shall equal the difference between the Disaster Occurrence Time and the Service Recovery Time. This shall be compared with the Recovery Time Objective defined in this measure for those Services in scope.

Measurement

Service Period	*Monthly*		
Reporting Method	The SPI will be measured through the use of the following information: *a) The Disaster Occurrence Time* *b) The Service Recovery Time*		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Three Service*

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Levels mapped to measurement

Severity	RTO Upper Bound	RTO Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**50%**	

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Recovery Point Objective (Priority Three Services)	***SPI***	***MSR6***

Definition

The Recovery Point Objective (Recovery Priority Three Services) measures the point in time, before the Service Disruption or Disaster, to which the relevant Services are recovered, following the Recovery Time. The Services in scope of this measure are listed in Annex 1 as Priority Three in the Recovery Priority column.

Calculation

The Supplier shall record the following information:

(a) *The Disaster Occurrence Time: the time at which the Disaster occurred;*

(b) *The Service Recovery Time: the time, following the occurrence of the Disaster, that Services are re-instated and are being performed in accordance with the requirements of the Agreement;*

(c) *The Actual Recovery Point: the point in time, occurring before the Service Disruption or Disaster, at which the Supplier has recovered all data associated with the Services at the Recovery Time.*

The Actual Recovery Point shall be compared with the target times set out in this measure for the applicable Services;.

Measurement

Service Period	*Monthly*		
Reporting Method	The SPI will be measured through the use of the following information: *a) The Disaster Occurrence Time;* *b) The Service Recovery Time;* *c) The Actual Recovery Point.*		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Three Service*

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Levels mapped to measurement

Severity	RPO Upper Bound	RPO Lower Bound	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**50%**	

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Change Request Impact Assessments Efficiency	***SPI***	***MSS8***

Definition

The Change Request Impact Assessment Efficiency measure tracks the timeliness in provision of Impact Assessments in accordance with the Change Control Procedure.

Calculation

The Supplier shall comply with the time requirement to deliver Impact Assessments for each Change agreed under the Change Control Procedure. The Supplier shall record the following information:

(a) *The number of Impact Assessments delivered by the Supplier to the Authority associated with individual Change Requests; and*

(b) *The number of Impact Assessments being delivered by the Supplier within the agreed timeframe.*

The Supplier shall calculate performance as follows:

$$100 * \frac{\sum Impact\ Assessments\ delivered\ withing\ agreed\ timeframe\ in\ Service\ Period}{\sum Impact\ Assessments\ due\ to\ be\ delivered\ \ in\ Service\ Period}$$

Measurement

Service Period	*Quarterly*		
Reporting Method	The *SPI will be reported in reports to the Change Management Board and recorded on the Forward Schedule of Change.*		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Two Service*

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Levels mapped to measurement

Severity	Lower Bound % of Impact Assessments Delivered on Time Within Service Period	Upper Bound % of Impact Assessments Delivered on Time Within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**25%**	

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Late Notice Operational Change Requests	***SPI***	***MSS9***

Definition

The Late Notice Change Requests measure tracks the number of Change Requests raised by the Supplier that fall within the categorisation of 'Late Notice Operational Change' in order to track trends in the change management and assess compliance in line with Schedule 8.2 (Change Control Procedure) within each Service Period.

Calculation

The Supplier shall record the following information:

(a) The number of Change Requests raised by the Supplier; and

(b) The number of Change Requests determined by the Authority to be categorised as Late Notice Changes.

The Supplier shall calculate performance as follows:

$$100 * \frac{\sum Late\ Notice\ Change\ Requests\ raised\ by\ the\ Supplier}{\sum Change\ Requests\ Raised\ by\ the\ Supplier\ in\ the\ Service\ Period}$$

Measurement

Service Period	*Quarterly*		
Reporting Method	The SPI will be as reported to the Change Management Board and recorded on the Forward Schedule of Change.		
Service Hours	*Business Hours*	**Permitted Maintenance**	*Tier Two Service*

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Levels mapped to measurement

Severity	Upper Bound % of Change Requests categorised as Late Notice Within Service Period	Lower Bound % of Change Requests categorised as Late Notice Within Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**25%**	

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Service Request Fulfilment Efficiency	***SPI***	***MSS10***

Definition

This measures the compliance of the Supplier with the Service Requests Fulfilment process and agreed time frames for Service Requests in each Service Period.

Calculation

The Supplier shall record the following information for each Service Request:

(a) *time and date at which the Service Request was made; and*

(b) *time and date at which the Service Request was fulfilled,*

and whether for each Service Request fulfilled the Service Request was fulfilled within the timeframes and in accordance with such process agreed under this Agreement with the Authority for the fulfilment of Service Requests.

Any Service Request not fulfilled in Service Period outside the agreed timescale and process shall accrue Service Points as follows:

$$100 * \frac{\sum Service\ Requests\ fulfilled\ within\ the\ agreed\ timeframe\ and\ process}{\sum Total\ Service\ Requests\ due\ to\ be\ fulfilled\ within\ Service\ Period}$$

Measurement

Service Period	*Quarterly*		
Reporting Method	This will be reported by the Supplier records and Performance Monitoring (from the Supplier's Solution).		
Service Hours	*Operational Hours*	**Permitted Maintenance**	*Tier One Service*

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Levels mapped to measurement

Severity	Lower Bound % of Service Requests Completed on Time in Service Period	Upper Bound % of Service Requests Completed on Time in Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂…..]	[…..✂…..]	3
KPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**50%**	

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Availability of interface to Operational Data and Coverage Data	***SPI***	***MSA5***

Definition

This measures Availability of the interface to provide Operational Data and Coverage Data provided by the Supplier in accordance with Schedule 2.1.

Calculation

The Availability in minutes shall be rounded to the nearest minute for the Service Period shall be calculated as:

$$100 * \left(\frac{\sum Availablity\ in\ minutes}{\sum Minutes\ in\ the\ Service\ Period} \right)$$

Measurement

Service Period	Monthly		
Reporting Method	The SPI will be reported by the ESN Service Management System		
Service Hours	Operational Hours	**Permitted Maintenance**	Tier Two Service

Levels mapped to measurement

Severity	Lower Bound % of Reporting Application Availability in Service Period	Upper Bound % of Reporting Application Availability in Service Period	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor SPI Failure	[…..✂…..]	[…..✂…..]	1
Serious SPI Failure	[…..✂…..]	[…..✂…..]	2
Severe SPI Failure	[…..✂…..]	[…..✂…..]	3
SPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**50%**	

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Continued Commercial Compliance	***KPI***	***MSC1***

Definition

The Commercial Compliance measure tracks continued compliance with the contractual and commercial obligations as monitored and reported upon across the following 6 SPIs: MSS7 to MSS10 and MSP3 and MSP5.

Calculation

The Supplier shall maintain a log of the Service Points accrued SPIs: MSS7 to MSS10 and MSP 3 and MSP4 inclusive in the Service Period. Continued Commercial Compliance shall be calculated as follows:

*100 * (∑Service Points accrued for MSS7 to MSS10 and MSP3 and MSP4 inclusive ÷ Maximum Service Points for MSS7 to MSS10 and MSP3 and MSP4 inclusive if the Supplier had reached the KPI Service Threshold in Service Period for each such SPI)*

Measurement

Service Period	*Quarterly*		
Reporting Method	The KPI will be calculated using Records maintained as part of contract governance		
Service Hours	*Business Hours*	**Permitted Maintenance**	*N/A*

Levels mapped to measurement

Severity	Lower Bound SP/%	Upper Bound SP/%	Service Points
Minimum Service Threshold	[…..✂…..]	[…..✂…..]	0
Minor KPI Failure	[…..✂…..]	[…..✂…..]	1
Serious KPI Failure	[…..✂…..]	[…..✂…..]	2
Severe KPI Failure	[…..✂…..]	[…..✂…..]	3
KPI Service Threshold	[…..✂…..]	[…..✂…..]	4
Weighting Factor		**30%**	

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ANNEX 1: Categorisation of Services, Service Hours, Permitted Maintenance and Recovery Priority

Service	Service Hours	Permitted Maintenance	Recovery Priority
Coverage	Operational Hours	Tier One	Priority One
Bearer Services	Operational Hours	Tier One	Priority One
Billing support	Operational Hours	Tier Two	Priority Two
Financial Management	Business Hours	N/A	Priority Three
Demand Management	Business Hours	N/A	Priority Three
Business Relationship Management	Business Hours	N/A	Priority Three
Business Relationship Management (as point of escalation round the clock)	Operational Hours	Tier One	Priority One
Service Catalogue Management	Business Hours	Tier Three	Priority Three
Service Level Management	Operational Hours	Tier One	Priority Two
Availability Management	Operational Hours	Tier One	Priority Two
Capacity Management	Operational Hours	Tier One	Priority Two
Service Continuity Management	Operational Hours	Tier One	Priority Two
Information Security Management	Operational Hours	Tier One	Priority One
Supplier Management	Business Hours	N/A	Priority Three
Change Management (non emergency)	Business Hours	Tier Three	Priority Two
Change Management (Emergency Change)	Operational Hours	Tier One	Priority One

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Service	Service Hours	Permitted Maintenance	Recovery Priority
Change Management (Co-ordination with Release and Deployment Management as required at point of deployment)	Ad Hoc	N/A	Priority Two
Asset and Configuration Management	Operational Hours	Tier Two	Priority Two
Release and Deployment Management	Ad Hoc	N/A	Priority Two
Service Validation and Testing Management	Ad Hoc	N/A	Priority Two
Knowledge Management	Business Hours	Tier Three	Priority Three
Service Incident Management	Operational Hours	Tier One	Priority Two
Problem Management	Business Hours	Tier Three	Priority Three
Service Event Management	Operational Hours	Tier One	Priority Two
Service Request Fulfilment	Operational Hours	Tier One	Priority Two
Access Management	Operational Hours	Tier One	Priority Two
Planned Maintenance	Operational Hours	N/A	Priority Three
Service Desk	Operational Hours	Tier One	Priority One
Service Portfolio Management	Business Hours	N/A	Priority Three

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