

Service Level Agreement

UK SBS PR150045 : The Provision of a Service offering advice, guidance and support for Responsible Research and Innovation to the Information & Communications Technologies research community

KPI's per quarter year						
			SLA Level			
Type	Description	Time for Performance	Green	Amber	Red	Comments
Steering Committee Meetings	Organise Steering Committee meetings at agreed intervals	2 per year (every 6 months)	90% and above	>80% but <90%	80% or less	This group will meet every 6 months to monitor and review the activities of the RRI service against the agreed standards. Its membership must draw on a wide set of researchers across the ICT portfolio and ensure that diversity is promoted in its make-up. EPSRC must also be present on this Committee.
Minutes of Steering Committee meetings	Provide draft minutes of Steering Committee meetings	10 working days after Steering Committee meeting	90% and above	>80% but <90%	80% or less	Timing may be outside project control as dates will need to be fixed at convenience of EPSRC and other stakeholders.
Review project final reports	Review the Final Report	4 weeks of receipt of the Project Final Report	90% and above	>80% but <90%	80% or less	
Expenditure reporting (as requested in RFP)	Report forecast vs actual expenditure	10 working weeks after end of the quarter	90% and above	>80% but <90%	80% or less	Reviews will assess clarity of report conclusions and recommendations. Report content is consistent with agreed template. Clarity of Executive Summary. Reviews will not undertake a technical peer review of the work.
Quarterly project progress reports	Provide a report on the status of all active projects on a quarterly basis. This is to include a summary of the work completed during the past 3 months and the work due to be undertaken during the next quarter.	10 working days after end of the quarter	90% and above	>80% but <90%	80% or less	
Annual Report for EPSRC	Produce Annual Report for EPSRC detailing delivery of RRI service for the previous 12 months	10 working weeks after each year completes	90% and above	>80% but <90%	80% or less	Annual reports must be provided to EPSRC on the performance of the service, including the demand on the service.