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**Board Management System**

Appendix 4: Key Performance Indicators

**Service Standards**

The Board Management System supplier shall be available to provide support during the following hours of operation.

|  |  |  |
| --- | --- | --- |
| Monday | 9.00am | 5.30pm |
| Tuesday | 9.00am | 5.30pm |
| Wednesday | 9.00am | 5.30pm |
| Thursday | 9.00am | 5.30pm |
| Friday | 9.00am | 5.30pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |
| Bank Holidays | Closed | Closed |

In order to ensure that a quality service is delivered, the following service standards shall be monitored and achieved

|  |  |
| --- | --- |
| **Service Support and Uptime** | **Requirement** |
| Telephone Support | Within 30 minutes of original call |
| Service Response/Resolution Time | Priority within 3 working hours  Non-Priority within 6 working hours |
| Communication of planned downtime | 5 working days |
| Initial communication of any other downtime | Within 2 hours |
| Uptime Guarantee | 98% |
| First time fix | 98% |
| Major incident recovery time (time to restore service) | 24 hours |

**System performance summary**

## System maintenance

* 1. The Contractor will ensure that the system/software(s) are maintained in line with the manufacturer’s instructions and will include quality assurance checks and a service programme agreed and set out in the contract.
  2. Planned servicing will take place at a frequency set out and agreed by the SSRO and the Contractor or more frequently if deemed necessary by the Contractor at no additional cost.

## Uptime guarantee

* 1. The Contractor undertakes that throughout the Contract Duration, the system(s) will have an 98% target for full use by the SSRO at its site and remotely (“Uptime”) and service levels (systems and back up) will exceed 98%, measured on a 12 hours a day, 5 days a week basis over fixed three month periods beginning on the Commencement Date (herein a “Quarterly Period”). A system will be considered to be not available if:
  + it is unable to properly perform its core functions because of a network malfunction;
  + the system/software is not producing correct results; or
  + the software provided by the Contractor which supports the service are not fully operational to a level which would support full and proper use by the SSRO for any reason, providing it is the fault of the Contractor.

## Downtime

* 1. “Downtime” shall mean time when the system/software(s) is not available in accordance with section 2.1 above, but shall not include periods of time during which a system/software(s) is unavailable for use as a consequence of:
  + planned maintenance to the system which is actually performed;
  + breakdown as a result of poor usage of the system/software by the SSRO;
  + abuse, wilful damage or neglect on the SSRO’s part;
  + inaccessibility of the system/software to the Contractor or its representative at times when the SSRO had agreed to make this available for access; or
  + failure of the system/software due to any event of Force Majeure.
  1. Hours of Downtime shall be defined as the period during which the system/software(s) fails to function in accordance with the Contract in a substantial way. For the purpose of this, if the system/software fails to function, but those services can still be carried out (offline) without materially adversely affecting the operation of the SSRO, such failure shall not be considered downtime.

## Business continuity and Disaster Recovery

* 1. In the event of major incident, the Recovery Time Objective (time to restore service) should be no more than 24 hours. The Recovery Point Objective (potential data loss) should be no more than 8 hours. Downtime shall commence at the time when a call is placed by the SSRO to the Contractor requiring assistance. Downtime ends at the time at which the affected part or parts of the system/software(s) is again available for their applicable use under this Agreement. A log shall be kept and the time of all service calls to the Contractor shall be logged together with a joint entry of the SSRO and the Contractors engineers/helpdesk detailing the end of the downtime period.

## Service monitoring

* 1. The Contractor will appoint an Account Manager for the SSRO. One of the Account Manager’s responsibilities will be to ensure service levels are maintained and coordinate with the SSRO staff regarding any Downtime.
  2. Downtime will be calculated cumulatively over a Quarterly Period. Downtime in a Quarterly Period shall be calculated by reference to the average downtime across all systems in the SSRO’s site, provided that the Contractor shall ensure that Uptime shall not fall below the required level of 98%.
  3. Uptime and Downtime shall be measured quarterly but reported monthly by the SSRO to the Contractor.
  4. The SSRO will monitor Uptime and Downtime with quarterly performance review logged and forwarded (emailed) to the Contractor.