

## Service Levels and Reporting

## Advanced Electron Microscopy Facility

(Successful Bidder) credit control contact	(Successful Bidder) will provide a named credit controller to deal with day to day account queries and ensure that there are introductions and sufficient handover should personnel change.					
(Successful Bidder) account manager contact	(Successful Bidder) will provided a named account managers to deal with issues and queries beyond simple billing issues and ensure that there are introductions and sufficient handover should personnel change.					
KPI's per calendar month						
			SLA Level			
Type	Description	Time for Performance	Green	Amber	Red	Comments
Service Level	Percentage of User enquiries responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Percentage of Access Requests Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Percentage of Training Requests Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window

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<b>Service Level</b>	Percentage of Training Requests Delivered within 3 months...specify level of training given		95% and above	>90% but <95%	90% or less	Bidder to specify level of training
<b>Service Level</b>	Number of User Complaints (expressed as a percentage of the Total Number of User Approvals made within the period)		Less than 5%	5-10%	Over 10%	
<b>Service Level</b>	Percentage Planned Uptime/Down time per instrument of Total Available Time within Period		75% and above	>70% but <75%	70% or less	to be reviewed annually
<b>Service Level</b>	Percentage of Access Costs recovered by year 3					Bidder to populate based on bid
<b>Service Level</b>	Percentage of Access Costs recovered by year 5					Bidder to populate based on bid
<b>Service Level</b>	Number of Publications (inc Examples of Key Publications)					Bidder to populate

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<b>Service Level</b>	Number of publicity activities per year					Bidder to populate
<b>Additional Service Levels / Reporting</b>	Bidder to populate	Bidder to populate	Bidder to populate	Bidder to populate	Bidder to populate	Bidder to populate
In the event of a red level KPI a report must be sent to EPSRC and the advisory panel with a plan of how this will be rectified within 1 month						

## REPORTING

Report	Description	Reporting frequency	Comments
<b>Reporting and Management Information</b>	Total number of all Users		
<b>Reporting and Management Information</b>	Spectrum of Department Affiliation & user types		
<b>Reporting and Management Information</b>	Number of University / Research Groups Involved		
<b>Reporting and Management Information</b>	Percentage of Access Requests Accepted		

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<b>Reporting and Management Information</b>	Percentage of Access Granted to different user groups as outlined in the charging model		
<b>Reporting and Management Information</b>	Percentage of Access Costs recovered		