# OMNI Schedule 6

# Annex A – Performance Measures

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**Document Info**

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**Revision History**

| Version | Date | Details of Changes | Author |
|---|---|---|---|
| 0.1 | 24/10/16 | Conformance | AUTHORITY |
| 0.2 | 12/12/16 | Update | Sopra Steria |
| 1.0 | 14/12/16 | Final version for completion | Sharpe Pritchard |

| E-mail Availability (Core Hours) | **A1-1** |
|---|---|

## Definition:

The availability of the e-mail Service during Scheduled Hours (Operational Support).

For the purposes of this KPI, the Service includes the full functionality of the e-mail client application, including sending to and receiving e-mails from the local e-mail server. Therefore it is deemed unavailable when no User in a Location can access the full functionality of the e-mail client application.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, during Scheduled Hours (Operational Support) |
| Scheduled Downtime | The total time (minutes) during Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month within Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.992 | 1 | 0 | 0 |
| 0.97 | 0.992 | 0.25 x (0.992 – Actual Service Level) / 0.022 | 0 – 0.25 |
| 0.9 | 0.97 | 0.25+[0.75 x (0.98 – Actual Service Level) / 0.07 | 0.25 – 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.998 | 1 | 0 | 0 |
| 0.98 | 0.998 | 0.25 x (0.998 – Actual Service Level) / 0.018 | 0 – 0.25 |
| 0.9 | 0.98 | 0.25+[0.75 x (0.98 - Actual Service Level) / 0.08] | 0.25 - 1 |

| | | | |
|---|---|---|---|
| 0 | 0.9 | 1 | 1 |

End-User Service Weighting

Availability: E-mail: 100%

Notes

| E-mail Availability (Non-Core Hours) | **A1-2** |
|---|---|

## Definition:

The availability of the e-mail Service outside of Scheduled Hours (Operational Support).

For the purposes of this PI, the Service includes the full functionality of the e-mail client application, including sending to and receiving e-mails from the local e-mail server. Therefore it is deemed unavailable when no User in a Location can access the full functionality of the e-mail client application.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, outside of Scheduled Hours (Operational Support) |
| Scheduled Downtime | The total time (minutes) outside of Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month outside of Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.99 | 1 | 0 | 0 |
| 0.96 | 0.99 | 0.25x(0.99 - Actual Service Level) / 0.03 | 0 – 0.25 |
| 0.88 | 0.96 | 0.25+[0.75 x (0.96 - Actual Service Level) / 0.08] | 0.25 - 1 |
| 0 | 0.88 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.997 | 1 | 0 | 0 |
| 0.9707 | 0.997 | 0.25x(0.997 - Actual Service Level) / 0.0263 | 0 – 0.25 |
| 0.88 | 0.9707 | 0.25+[0.75 x (0.9707 - Actual Service Level) / 0.0907] | 0.25 - 1 |

| | | | |
|---|---|---|---|
| 0 | 0.88 | 1 | 1 |

| |
|---|
| End-User Service Weighting |
| N/A |
| Notes |
| |

| Office Automation Availability (Core Hours) | **A2-1** |
|---|---|

## Definition:

The availability of complete Office Automation Application Service during Scheduled Hours (Operational Support).

For the purposes of this KPI, the Service includes the facility and use of an integrated suite of office Applications and tools, which includes:

- word processor
- presentation planning and delivery
- spreadsheet
- file compression utilities
- file storage
- route planners
- read PDF files.

With knowledge management support including:

- access to Area knowledge via local intranet;
- corporate knowledge via the National Probation Services intranet;
- departmental knowledge via the Home Office and CJS intranets; and
- external knowledge sources via the Internet,

and with print queues for Networked printers.

The Office Automation Application Service is deemed available when ALL of the above Applications or tools are accessible and fully functional.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, during Scheduled Hours (Operational Support). |
| Scheduled Downtime | The total time (minutes) during Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month within Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **INTERIM** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |

| | | | |
|---|---|---|---|
| 0.992 | 1 | 0 | 0 |
| 0.97 | 0.992 | 0.25 x (0.992 – Actual Service Level) / 0.022 | 0 – 0.25 |
| 0.9 | 0.97 | 0.25+[0.75 x (0.97 – Actual Service Level) / 0.07 | 0.25 – 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.998 | 1 | 0 | 0 |
| 0.98 | 0.998 | 0.25x(0.998 - Actual Service Level) / 0.018 | 0 – 0.25 |
| 0.9 | 0.98 | 0.25+[0.75 x (0.98 - Actual Service Level) / 0.08] | 0.25 - 1 |
| 0 | 0.9 | 1 | 1 |

End-User Service Weighting

Availability: Office Automation: 100%

Notes

| Office Automation Availability (Non-Core Hours) | **A2-2** |
|---|---|

## Definition:

The availability of complete Office Automation Application Service outside of Scheduled Hours (Operational Support)..

For the purposes of this PI, the Service includes the facility and use of an integrated suite of office Applications and tools, which includes:

- word processor;
- presentation planning and delivery;
- spreadsheet;
- file compression utilities;
- file storage;
- route planners; and
- read PDF files,

with knowledge management support including:

- access to local Area knowledge via local intranet;
- corporate knowledge via the National Probation Services intranet;
- departmental knowledge via the Home Office and CJS intranets; and
- external knowledge sources via the public internet;

and with print queues for Networked printers.

The Office Automation Application Service is deemed available when ALL of the above Applications or tools are accessible and fully functional.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, outside of Scheduled Hours (Operational Support). |
| Scheduled Downtime | The total time (minutes) outside of Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month outside of Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **INTERIM** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |

| | | | |
|---|---|---|---|
| 0.99 | 1 | 0 | 0 |
| 0.96 | 0.99 | 0.25x(0.99 - Actual Service Level) / 0.03 | 0 – 0.25 |
| 0.88 | 0.96 | 0.25+[0.75 x (0.96 - Actual Service Level) / 0.08 | 0.25 - 1 |
| 0 | 0.88 | 1 | 1 |

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.997 | 1 | 0 | 0 |
| 0.9707 | 0.997 | 0.25x(0.997 - Actual Service Level) / 0.0263 | 0 – 0.25 |
| 0.88 | 0.9707 | 0.25+[0.75 x (0.9707 - Actual Service Level) / 0.0907 | 0.25 - 1 |
| 0 | 0.88 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Access to ASP Applications Availability (Core Hours) | **A4-1** |
|---|---|

## Definition:

The availability of the Network Infrastructure to deliver Applications where Hardware, System and Application Software are provided, Administered and Maintained by third parties or the AUTHORITY, during Scheduled Hours (Operational Support).

For the purposes of this KPI, the Service is considered unavailable when 90th percentile round-trip delay of a User-submitted transaction, added by the Platform, is greater than agreed target plus four seconds (including dropped transactions), in any agreed period. The methodology for collecting this information is included in the SCOP.

This excludes the cases where the failure is due to problems beyond the agreed demarcation point.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, during Scheduled Hours (Operational Support) |
| Scheduled Downtime | The total time (minutes) during Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month within the Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.992 | 1 | 0 | 0 |
| 0.97 | 0.992 | 0.25 x (0.992 – Actual Service Level) / 0.022 | 0 – 0.25 |
| 0.9 | 0.97 | 0.25+[0.75 x (0.97 – Actual Service Level) / 0.07 | 0.25 – 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.998 | 1 | 0 | 0 |

| | | | |
|---|---|---|---|
| 0.9 | 0.998 | (0.998 – Actual Service Level) / 0.098 | 0 - 1 |
| 0 | 0.9 | 1 | 1 |

End-User Service Weighting

Availability: ASP Applications: 50%

Notes

The Target Level defined for this KPI is applicable to all Applications of type ‘ASP’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications.

| ASP Applications Availability (Non-Core Hours) | **A4-2** |
|---|---|

## Definition:

The availability of the Network Infrastructure to deliver Applications where Hardware, System and Application Software are provided, Administered and Maintained by third parties or the AUTHORITY, outside of Scheduled Hours (Operational Support).

For the purposes of this PI, the Service is considered unavailable when 90th percentile round-trip delay of a User-submitted transaction, added by the Platform, is greater than agreed target plus four seconds (including dropped transactions), in any agreed period. The methodology for collecting this information is included in the SCOP.

This excludes the cases where the failure is due to problems beyond the agreed demarcation point.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, outside of Scheduled Hours (Operational Support). |
| Scheduled Downtime | The total time (minutes) outside of Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month outside of Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.975 | 1 | 0 | 0 |
| 0.88 | 0.975 | (0.975 – Actual Service Level) / 0.095 | 0 – 0.25 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.98 | 1 | 0 | 0 |
| 0.9 | 0.98 | (0.98 – Actual Service Level) / 0.08 | 0 - 1 |
| 0 | 0.9 | 1 | 1 |

| End-User Service Weighting |
| --- |
| N/A |
| Notes |
| The Target Level defined for this PI is applicable to all Applications of type ‘ASP’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The PI will be calculated separately for all these Applications. |

| Hosted Application Availability (Core Hours) | **A5-1** |
|---|---|

## Definition:

The availability of the Network Infrastructure, Hardware and System Software to deliver Applications provided and Administered by third parties or the AUTHORITY, during Scheduled Hours (Operational Support).

For the purposes of this KPI, the Service includes the full functionality of the Application. Therefore it is deemed unavailable when the 90th percentile round-trip delay of a User-submitted transaction is greater than agreed target plus four seconds (including dropped transactions), in any agreed period. The methodology for collecting this information is included in the SCOP.

This excludes cases where the PROVIDER has met all the defined hosting requirements of the Application and the problem arises because of an Application error or incorrect hosting requirements.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, during Scheduled Hours (Operational Support) |
| Scheduled Downtime | The total time (minutes) during Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month within Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.991 | 1 | 0 | 0 |
| 0.97 | 0.991 | 0.25 x (0.991 – Actual Service Level) / 0.021 | 0 – 0.25 |
| 0.9 | 0.97 | 0.25+[0.75 x (0.97 – Actual Service Level) / 0.07 | 0.25 – 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.995 | 1 | 0 | 0 |

| | | | |
|---|---|---|---|
| 0.9 | 0.995 | (0.995 - Actual Service Level) / 0.095 | 0 – 1 |
| 0 | 0.9 | 1 | 1 |

End-User Service Weighting

Availability: Hosted Applications: 50%

Notes

The Target Level defined for this KPI is applicable to all Applications of type 'Hosted' as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications.

| Hosted Application Availability (Non-Core Hours) | **A5-2** |
|---|---|

## Definition:

The availability of the Network Infrastructure, Hardware and System Software to deliver Applications provided and Administered by third parties or the AUTHORITY, outside of Scheduled Hours (Operational Support).

For the purposes of this PI, the Service includes the full functionality of the Application. Therefore it is deemed unavailable when the 90th percentile round-trip delay of a User-submitted transaction, is greater than agreed target plus four seconds (including dropped transactions), in any agreed period. The methodology for collecting this information is included in the SCOP.

This excludes cases where the PROVIDER has met all the defined hosting requirements of the Application and the problem arises because of an Application error or incorrect hosting requirements.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month outside of Scheduled Hours (Operational Support). |
| Scheduled Downtime | The total time (minutes) outside of Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month outside of Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.965 | 1 | 0 | 0 |
| 0.88 | 0.965 | (0.965 – Actual Service Level) / 0.085 | 0.25 – 1 |
| 0 | 088 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.97 | 1 | 0 | 0 |
| 0.9 | 0.97 | (0.97 - Actual Service Level) / 0.07 | 0 - 1 |

| | | | |
|---|---|---|---|
| 0 | 0.9 | 1 | 1 |

End-User Service Weighting

N/A

Notes

The Target Level defined for this PI is applicable to all Applications of type 'Hosted' as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The PI will be calculated separately for all these Applications.

| Managed Application Availability (Core Hours) | **A6-1** |
|---|---|

## Definition:

The availability of the Network Infrastructure, Hardware and System Software to deliver Applications provided and Administered by the PROVIDER, during Scheduled Hours (Operational Support).

For the purposes of this KPI, the Service includes the full functionality of the Application. Therefore it is deemed unavailable when the 90th percentile round-trip delay of a User-submitted transaction, is greater than agreed target plus four seconds (including dropped transactions), in any agreed period. The methodology for collecting this information is included in the SCOP.

An example of such an Application is CRAMS.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, during Scheduled Hours (Operational Support). |
| Scheduled Downtime | The total time (minutes) during Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month within Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.989 | 1 | 0 | 0 |
| 0.97 | 0.989 | 0.25 x (0.989 – Actual Service Level) / 0.019 | 0 – 0.25 |
| 0.9 | 0.97 | 0.25+[0.75 x (0.97 – Actual Service Level) / 0.07 | 0.25 – 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.992 | 1 | 0 | 0 |
| 0.9 | 0.992 | (0.992 – Actual Service Level) / 0.092 | 0 - 1 |

| | | | |
|---|---|---|---|
| 0 | 0.9 | 1 | 1 |

## End-User Service Weighting

Availability: Managed Applications: 50%

## Notes

The Target Level defined for this KPI is applicable to all Applications of type 'Managed' as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications.

| Managed Application Availability (Non-Core Hours) | **A6-2** |
|---|---|

## Definition:

The availability of the Network Infrastructure, Hardware and System Software to deliver Applications provided and Administered by the PROVIDER, outside of Scheduled Hours (Operational Support).

For the purposes of this PI, the Service includes the full functionality of the Application. Therefore it is deemed unavailable when the 90th percentile round-trip delay of a User-submitted transaction, is greater than agreed target plus four seconds (including dropped transactions), in any agreed period. The methodology for collecting this information is included in the SCOP.

An example of such an Application is CRAMS.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Time_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Time_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Time | The total time (minutes) the Service should be available within the calendar month, outside of Scheduled Hours (Operational Support). |
| Scheduled Downtime | The total time (minutes) outside of Scheduled Hours (Operational Support) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the Service was unavailable in the calendar month outside of Scheduled Hours (Operational Support), excluding Scheduled Downtime. |
| i | A Workstation. |
| n | The total number of Workstations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.94 | 1 | 0 | 0 |
| 0.88 | 0.94 | (0.945 – Actual Service Level) / 0.06 | 0.25 – 1 |
| 0 | 088 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.95 | 1 | 0 | 0 |
| 0.9 | 0.95 | (0.95 – Actual Service Level) / 0.05 | 0 - 1 |
| 0 | 0.9 | 1 | 1 |

| End-User Service Weighting |
| --- |
| N/A |
| Notes |
| The Target Level defined for this PI is applicable to all Applications of type 'Managed' as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The PI will be calculated separately for all these Applications. |

| Number of Outages - E-mail | **A7** |
|---|---|

## Definition:

The reliability of the e-mail Service during Scheduled Hours (Operational Support), measured as the frequency of outages of that Service per Desktop device.

## Calculation:

$$\frac{\sum_{i=1}^{j} w_i}{n}$$

| | |
|---|---|
| i | An outage of Service during Scheduled Hours (Operational Support) |
| j | The total number of outages of Service |
| w | The number of Workstations affected by an outage |
| n | The total number of Workstations (i.e. desktop PCs, laptops, WIDs and equivalents) in the Office Group |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 3 | 0 | 0 | 0 |
| 13 | 3 | (Actual Service Level - 3) / 10 | 0 - 1 |
| >13 | 13 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Number of Outages - Office Automation | **A8** |
|---|---|

Definition:

The reliability of the Office Automation Application Service during Scheduled Hours (Operational Support), measured as the frequency of outages of that Service per Desktop device.

Calculation:

$$\frac{\sum_{i=1}^{j} w_i}{n}$$

| | |
|---|---|
| i | An outage of Service during Scheduled Hours (Operational Support) |
| j | The total number of outages of Service |
| w | The number of Workstations affected by an outage |
| n | The number of Workstations (i.e. desktop PCs, laptops, WIDs and equivalents) in the Office Group |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 6 | 0 | 0 | 0 |
| 16 | 6 | (Actual Service Level - 6) / 10 | 0 - 1 |
| >16 | 16 | 1 | 1 |

End-User Service Weighting

N/A

Notes

| Number of Outages - ASP Applications | **A9** |
|---|---|

## Definition:

The reliability of the ASP Applications during Scheduled Hours (Operational Support), measured as the frequency of outages of those Applications per Desktop device.

## Calculation:

$$\frac{\sum_{i=1}^{j} w_i}{n}$$

| | |
|---|---|
| i | An outage of Service during Scheduled Hours (Operational Support) |
| j | The total number of outages of Service |
| w | The number of Workstations affected by an outage |
| n | The total number of Workstations (i.e. desktop PCs, laptops, WIDs and equivalents) in the Office Group |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 3 | 0 | 0 | 0 |
| 13 | 3 | (Actual Service Level - 3) / 10 | 0 - 1 |
| >13 | 13 | 1 | 1 |

## End-User Service Weighting

Availability: ASP Applications: 50%

## Notes

The Target Level defined for this KPI is applicable to all Applications of type ‘ASP’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications.

| Number of Outages - Hosted Applications | **A10** |
|---|---|

## Definition:

The reliability of the Hosted Applications during Scheduled Hours (Operational Support), measured as the frequency of outages of those Applications per Desktop device.

## Calculation:

$$\frac{\sum_{i=1}^{j} w_i}{n}$$

| | |
|---|---|
| i | An outage of Service during Scheduled Hours (Operational Support) |
| j | The total number of outages of Service |
| w | The number of Workstations affected by an outage |
| n | The total number of Workstations (i.e. desktop PCs, laptops, WIDs and equivalents) in the Office Group |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 4 | 0 | 0 | 0 |
| 14 | 4 | (Actual Service Level - 4) / 10 | 0 - 1 |
| >14 | 14 | 1 | 1 |

## End-User Service Weighting

Availability: Hosted Applications: 50%

## Notes

The Target Level defined for this KPI is applicable to all Applications of type ‘Hosted’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications.

| Number of Outages - Managed Applications | **A11** |
|---|---|

## Definition:

The reliability of the Managed Applications during Scheduled Hours (Operational Support), measured as the frequency of outages of those Applications per Desktop device.

## Calculation:

$$\frac{\sum_{i=1}^{j} w_i}{n}$$

| | |
|---|---|
| i | An outage of Service during Scheduled Hours (Operational Support) |
| j | The total number of outages of Service |
| w | The number of Workstations affected by an outage |
| n | The number of Workstations (i.e. desktop PCs, laptops, WIDs and equivalents) in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 6 | 0 | 0 | 0 |
| 16 | 6 | (Actual Service Level - 6) / 10 | 0 - 1 |
| >16 | 16 | 1 | 1 |

## End-User Service Weighting

Availability: Managed Applications: 50%

## Notes

The Target Level defined for this KPI is applicable to all Applications of type ‘Managed’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications.

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| Number of Outages – WAN | **A13** |
|---|---|

Definition:

The reliability of the WAN Service during Scheduled Hours (Operational Support), measured as the frequency of outages of that Service per Desktop device.

Calculation:

$$\frac{\sum_{i=1}^{j} w_i}{n}$$

| | |
|---|---|
| I | An outage of Service during Scheduled Hours (Operational Support) |
| J | The total number of outages of Service |
| w | The number of Workstations affected by an outage |
| n | The total number of Workstations (i.e. desktop PCs, laptops, WIDs and equivalents) in the Area |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• System Monitoring and Management Tools/logs<br>• Service Desk logs |
| Coverage | The PI will be measured across all Areas of the AUTHORITY |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 4 | 0 | 0 | 0 |
| 8 | 4 | (Actual Service Level - 4) / 4 | 0 - 1 |
| >8 | 8 | 1 | 1 |

End-User Service Weighting

Notes:

(DELETED)

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| Core System Interface Availability | **A19** |
|---|---|

## Definition:

The availability of the Core System Interfaces, as described in Schedule 10 (Locations, Assets and Volumes) Annex E between interacting Systems and Applications.

For the purposes of this KPI, the interface is considered unavailable when it does not meet fully the agreed SLA. There shall be two distinct types of interface, single and multiple. A multiple interface is defined as one where multiple instances of the same type of interface are used within the Platform. A single KPI shall measure the availability of a multiple interface as one entity. In the case of a multiple interface, the interface is considered unavailable if any instance of the interface is deemed unavailable in the agreed SLA.

- 

## Calculation:

$$\frac{Service\ Time - Scheduled\ Downtime - Unscheduled\ Downtime}{Service\ Time - Scheduled\ Downtime}$$

| | |
|---|---|
| Service Time | The total time (minutes) the interface should be available in a calendar month as defined in the SLA agreement. |
| Scheduled Downtime | The total time (minutes) that is pre-authorised in advance by the AUTHORITY for Maintenance of the interface, during the calendar month. |
| Unplanned Downtime | The total time (minutes) the interface was unavailable in the calendar month, excluding Scheduled Downtime. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.994 | 1 | 0 | 0 |
| 0.975 | 0.994 | 0.25 x (0.994 – Actual Service Level) / 0.019 | 0 – 0.25 |
| 0.9 | 0.975 | 0.25 + [0.75 x (0.975 – Actual Service Level) / 0.075 | 0.25 - 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.9995 | 1 | 0 | 0 |
| 0.98 | 0.9995 | 0.25 x (0.9995 – Actual Service Level) / 0.0195 | 0 – 0.25 |
| 0.9 | 0.98 | 0.25 + [0.75 x (0.995 – Actual Service Level) / 0.08 | 0.25 - 1 |

| | | | |
|---|---|---|---|
| 0 | 0.9 | 1 | 1 |

## End-User Service Weighting

Availability: System Maintenance: 70%

## Notes

The Target Level defined for this KPI is applicable to the Core System Interfaces as defined in Schedule 10 (Locations, Assets and Volumes) Annex E. The KPI will be calculated separately for all these Core System Interfaces.

| WAN Availability – Premium Service | **A20-1** |
|---|---|

Definition:

The availability of the WAN infrastructure being provided on a Premium Service, during Core Service Hours.

For the purposes of this PI, the WAN service is considered unavailable when there is no connectivity between a router at a location and a Datacentre.

Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Hours_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Hours_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Hours | The total time (minutes) the service should be Available within the calendar month, during Core Hours. |
| Scheduled Downtime | The total time (minutes) during Service Hours that is pre-authorised in advance by STERIA for preventative Maintenance of the WAN during Core Hours, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the service was unavailable in the calendar month within the Service Hours, excluding Scheduled Downtime. |
| I | A Workstation |
| N | An Area |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• Service Desk logs<br>• System Monitoring and Management Tools/logs |
| Coverage | The PI will be measured across all Areas of the AUTHORITY |

Service Credit Levels and Threshold

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Contribution** | **QSI Contribution** |
| 0.9997 | 1 | 0 | 0 |
| 0.97 | 0.9997 | (0.9997 – Actual Service Level) / 0.0297 | 0 - 1 |
| 0 | 0.97 | 1 | 1 |

Service Output Weighting

Notes:

| WAN Availability – Enhanced Service | **A20-2** |
|---|---|

Definition:

The availability of the WAN infrastructure being provided on a Enhanced Service, during Core Service Hours.

For the purposes of this PI, the WAN service is considered unavailable when there is no connectivity between a router at a location and a Datacentre.

Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Hours_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Hours_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Hours | The total time (minutes) the service should be Available within the calendar month, during Core Hours. |
| Scheduled Downtime | The total time (minutes) during Service Hours that is pre-authorised in advance by STERIA for preventative Maintenance of the WAN during Core Hours, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the service was unavailable in the calendar month within the Service Hours, excluding Scheduled Downtime. |
| I | A Workstation |
| N | An Area |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• Service Desk logs<br>• System Monitoring and Management Tools/logs |
| Coverage | The PI will be measured across all Areas of the AUTHORITY |

Service Credit Levels and Threshold

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Contribution** | **QSI Contribution** |
| 0.9993 | 1 | 0 | 0 |
| 0.95 | 0.9993 | (0.9993 – Actual Service Level) / 0.0493 | 0 - 1 |
| 0 | 0.95 | 1 | 1 |

Service Output Weighting

Notes:

| WAN Availability – Standard Service | **A20-3** |
|---|---|

## Definition:

The availability of the WAN infrastructure being provided on a Standard Service, during Core Service Hours.

For the purposes of this PI, the WAN service is considered unavailable when there is no connectivity between a router at a location and a Datacentre.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Hours_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Hours_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Hours | The total time (minutes) the service should be Available within the calendar month, during Core Hours. |
| Scheduled Downtime | The total time (minutes) during Service Hours that is pre-authorised in advance by STERIA for preventative Maintenance of the WAN during Core Hours, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the service was unavailable in the calendar month within the Service Hours, excluding Scheduled Downtime. |
| I | A Workstation |
| N | An Area |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• Service Desk logs<br>• System Monitoring and Management Tools/logs |
| Coverage | The PI will be measured across all Areas of the AUTHORITY |

## Service Credit Levels and Threshold

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Contribution** | **QSI Contribution** |
| 0.998 | 1 | 0 | 0 |
| 0.95 | 0.998 | (0.998 – Actual Service Level) / 0.048 | 0 - 1 |
| 0 | 0.95 | 1 | 1 |

## Service Output Weighting

## Notes:

| WAN Availability – ADSL Service | **A20-4** |
|---|---|

## Definition:

The availability of the WAN infrastructure providing the ADSL Service, during Core Service Hours.

For the purposes of this PI, the WAN service is considered unavailable when there is no connectivity between a router at a location and a Datacentre.

## Calculation:

$$\sum_{i=1}^{n}\left[\frac{Service\ Hours_i - Scheduled\ Downtime_i - Unscheduled\ Downtime_i}{Service\ Hours_i - Scheduled\ Downtime_i}\right]$$

| | |
|---|---|
| Service Hours | The total time (minutes) the service should be Available within the calendar month, during Core Hours. |
| Scheduled Downtime | The total time (minutes) during Service Hours that is pre-authorised in advance by STERIA for preventative Maintenance of the WAN during Core Hours, during the calendar month. |
| Unscheduled Downtime | The total time (minutes) the service was unavailable in the calendar month within the Service Hours, excluding Scheduled Downtime. |
| I | A Workstation |
| N | An Area |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• Service Desk logs<br>• System Monitoring and Management Tools/logs |
| Coverage | The PI will be measured across all Areas of the AUTHORITY |

## Service Credit Levels and Threshold

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Contribution** | **QSI Contribution** |
| 0.998 | 1 | 0 | 0 |
| 0.95 | 0.998 | (0.998 – Actual Service Level) / 0.048 | 0 - 1 |
| 0 | 0.95 | 1 | 1 |

## Service Output Weighting

## Notes:

| Remote Access Availability | **A21** |
|---|---|

## Definition:

The availability of remote (dial-up) access to e-mail and all Applications for all RAS UsersFor the purposes of this PI, the Service includes ensuring:

- access to the e-mail Service
- access to ASP, Hosted and Managed Applications.

The Remote Access Service is deemed available when ALL of the above activities are fully functional

## Calculation:

$$\frac{Service\ Time - Scheduled\ Downtime - Unscheduled\ Downtime}{Service\ Time - Scheduled\ Downtime}$$

| | |
|---|---|
| Service Time | The total time (minutes) within the calendar month |
| Scheduled Downtime | The total time (minutes) that is pre-authorised in advance by the AUTHORITY for Maintenance of the Service, during the calendar month. |
| Unplanned Downtime | The total time (minutes) the Service was unavailable in the calendar month, excluding Scheduled Downtime. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level)<br>• Service Desk logs (Location level Incidents). |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.98 | 1 | 0 | 0 |
| 0.96 | 0.98 | 0.25x(0.99 - Actual Service Level) / 0.02 | 0 – 0.25 |
| 0.9 | 0.96 | 0.25+[0.75 x (0.97 - Actual Service Level) / 0.06] | 0.25 - 1 |
| 0 | 0.9 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.998 | 1 | 0 | 0 |
| 0.98 | 0.998 | 0.25x(0.998 - Actual Service Level) / 0.018 | 0 – 0.25 |
| 0.9 | 0.98 | 0.25+[0.75 x (0.98 - Actual Service Level) / 0.08] | 0.25 - 1 |
| 0 | 0.9 | 1 | 1 |

| End-User Service Weighting |
| --- |
| N/A |
| Notes |
| |

| Punctuality of Scheduled Maintenance | **C1** |
|---|---|

Definition:

The efficiency of scheduled Maintenance measured as the number of Maintenance operations completed within the scheduled time.

Calculation:

$$\frac{\textit{Number Completed In Time}}{\textit{Number Scheduled}}$$

| | |
|---|---|
| Number Completed in Time | The number of scheduled Maintenance periods completed on schedule or earlier (during the calendar month). |
| Number Scheduled | The total number of Maintenance periods scheduled (during the calendar month). |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.95 | 1 | 0 | 0 |
| 0.5 | 0.95 | (0.95 - Actual Service Level) / 0.45 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.95 | 1 | 0 | 0 |
| 0.5 | 0.95 | (0.95 - Actual Service Level) / 0.45 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

End-User Service Weighting

Performance: System Maintenance: 20%

Notes

| Efficiency of Visits for Moves, Installs and Removals | **C2** |
|---|---|

## Definition:

The efficiency of the on-site processes supplied under the Product and Service Catalogue.

For the purposes of this PI, this comprises Services requiring:

- moving items of Equipment on site;
- Installing and configuring items of Hardware on site; and
- removing items of Equipment from site.

Measurement will be against a set of standards defined in the SCOP for the number of visits required to complete the applicable type of move, Install or removal.

## Calculation:

$$\frac{m}{n}$$

| | |
|---|---|
| n | The total number moves, Installs and removals carried out during the calendar month |
| m | The total number of moves, Install and removals during the calendar month carried out in accordance with the applicable efficiency standard (for number of visits required) set in the SCOP (a simple move, for example, may require a single visit whereas a complex move containing more than one activity may require two or more visits). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.85 | 1 | 0 | 0 |
| 0.5 | 0.85 | (0.9 - Actual Service Level) / 0.35 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.9 | 1 | 0 | 0 |
| 0.5 | 0.9 | (0.9 - Actual Service Level) / 0.4 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

## End-User Service Weighting

Performance: System Maintenance: 20%

| Completeness of Service Management Reports | **C3** |
|---|---|

Definition:

The reliability and accuracy of Service Management Reports, through measurement of the number of fields of data both provided and accurate.

Calculation:

$$\frac{\textit{Number of Correct Fields}}{\textit{Number of Fields Sampled}}$$

| | |
|---|---|
| Number of Correct Fields | The number of fields in the sample that are provided and correct |
| Number of Fields Sampled | The number of fields in the sample |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs (Location level)<br>• random Sampling; and<br>• audits. |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.8 | 1 | (1 - Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.8 | 1 | 1 |

End-User Service Weighting

N/A

Notes

| Time to Apply Software Patches and Updates | **P1** |
|---|---|

## Definition:

The performance at installing patches and updates or support releases for Software applications (excluding anti-virus Software) within a defined timescale. Following general release, patches and upgrades will be subject to assessment during an assessment phase to assure their integrity and suitability prior to Installation in the live environment. The duration of the assessment phase shall be as set out in the SCOP, or as agreed between the parties for particular instances.

In the case of CRAMS releases, the measured roll-out phase shall commence following completion of User Acceptance Testing and receipt of the AUTHORITY's order (where applicable).

The PROVIDER and the AUTHORITY will agree the appropriate weighting to apply to specific patches and updates for the purpose of this PI to reflect the scale or importance of the programme in question.

The target dates for roll-out following completion of assessment and testing are:

Microsoft, Citrix and Lotus: 15 Working Days

CRAMS: 12 Working Weeks

Others: to be agreed

If the AUTHORITY has an operational requirement for the PROVIDER to roll-out an update quickly without a full assessment, the parties may agree a waiver or deferment of the Service Level in relation to the update in question.

For the purposes of this PI, this includes:

- COTS applications;
- Office Automation applications;
- Administered Applications;
- firmware; and
- Operating Systems.

## Calculation:

$$\frac{\textit{Number Completed In Time}}{\textit{Number Scheduled}}$$

| | |
|---|---|
| Number completed in time | The number of Software updates Installed within the planned timescale during the month |
| Number Scheduled | The number of scheduled Software updates during the month |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI Contribution** |
| 0.9 | 1 | 0 | 0 |
| 0.5 | 0.9 | (0.9 - Actual Service Level) / 0.4 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

## End-User Service Weighting

N/A

| Notes |
| --- |
| Where an update Installed removes the need to Install other updates, then the Installation date will be deemed the same for all these other updates, e.g. Update version 3 is Installed which includes and supersedes update versions 1 and 2 (which have not been Installed previously) then versions 1 and 2 are deemed to have been Installed on the same day as version 3. |

| Number of Maintenance Slots | **P2** |
|---|---|

## Definition:

The performance of System Maintenance in reducing downtime, measured as the cumulative number of Maintenance slots per Application, including where Applications are made unavailable due to scheduled Maintenance of Infrastructure. For the purposes of this PI, this includes:

- Office Automation applications
- e-mail applications
- Administered Applications
- Hosted Applications
- Operating System

Targets for the cumulative number of Maintenance slots per annum will be agreed and set for individual Applications. A 'slot' will be defined as the period between the start of a planned Maintenance period and the next period of uptime. Maintenance slots shall not include instances of updates measured under performance indicator P1.

## Calculation:

$$\left[\left(\sum_{i=1}^{n} Maintenance\ Slot_i\right) - Target\ Slots\right]_{app}$$

| | |
|---|---|
| Maintenance Slot | An occasion on which an Application is made unavailable due to scheduled Maintenance per annum |
| Target Slots | The target maximum number of Maintenance slots per annum for an Application |
| app | An Application |
| i | A Location (i.e. an office/building). |
| n | The number of Locations in the Office Group. |

## Measurement

| | |
|---|---|
| Period | Annually |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 1 | 0 | 0 | 0 |
| 6 | 1 | 0.5 x (Actual Service Level - 1) / 5 | 0 - 0.5 |
| 20 | 6 | 0.5 + 0.5 x [(Actual Service Level - 6) / 14] | 0.5 - 1 |
| > 20 | 20 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Provide Impact Assessment following Category B Change Request | **P3** |
|---|---|

Definition:

The performance at providing an initial impact assessment (and detailing any additional information required), measured as the average time to provide the assessment. A target of 10 Working Days after receiving a major change request (and after receiving a significant variation to any such request) from the AUTHORITY, is assumed.

Calculation:

$$\frac{Cumulative\ Response\ Time\ of\ Resolved + Cumulative\ Age\ of\ Unresolved}{Number\ of\ Assessments\ Resolved + Number\ of\ Assessments\ Unresolved}$$

| | |
|---|---|
| Cumulative Response Time of Resolved | The cumulative time (in Working Days) taken to provide an initial impact assessment for every category B change requested by the AUTHORITY resolved during the period. |
| Cumulative Age of Unresolved | The cumulative age (in Working Days) at the end of the period of unresolved initial impact assessments for every category B change requested by the AUTHORITY since the date of request. |
| Number of Assessments Resolved | The total number of category B change impact assessments completed during the period. |
| Number of Assessments Unresolved | The total number of category B Change impact assessments that remain outstanding at the end of the period. |

Measurement

| | |
|---|---|
| Period | Quarterly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 10 days | 0 days | 0 | 0 |
| 25 days | 10 days | (Actual Service Level – 10 days) / 15 days | 0 - 1 |
| > 25 days | 25 days | 1 | 1 |

End-User Service Weighting

N/A

Notes

| Time to Provide Impact Assessment following Category A change Request | **P4** |
|---|---|

Definition:

The performance at providing an initial impact assessment (and detailing any additional information required), measured as the average time to provide the assessment. A target of 5 Working Days after receiving a category A Change Request (and after receiving a significant variation to any such request) from the AUTHORITY, is assumed.

Calculation:

$$\frac{Cumulative\ Response\ Time\ of\ Resolved + Cumulative\ Age\ of\ Unresolved}{Number\ of\ Assessments\ Resolved + Number\ of\ Assessments\ Unresolved}$$

| | |
|---|---|
| Cumulative Response Time of Resolved | The cumulative time (in Working Days) taken to provide an initial impact assessment for every category A Change requested by the AUTHORITY resolved during the period. |
| Cumulative Age of Unresolved | The cumulative age (in Working Days) at the end of the period of unresolved initial impact assessments for every category A Change requested by the AUTHORITY since the date of request. |
| Number of Assessments Resolved | The total number of category A Change impact assessments completed during the period. |
| Number of Assessments Unresolved | The total number of category A Change impact assessments that remain outstanding at the end of the period. |

Measurement

| | |
|---|---|
| Period | Quarterly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 5 days | 0 days | 0 | 0 |
| 15 days | 5 days | (Actual Service Level – 5 days) / 10 days | 0 - 1 |
| > 15 days | 15 days | 1 | 1 |

End-User Service Weighting

N/A

Notes

(Deleted)

(Deleted)

| RFS Response Submissions for RT2 and RT3 request types | **P5-3** |
|---|---|

Definition:

The time taken to provide a Proposal Document or Budgetary Estimate after the acceptance of an RT2 or RT3 request through the Request For Service process

Calculation:

*Number of PD's/Budgetary Estimates (RT2, RT3 Small, RT3 Medium, RT3 Large) completed within Target Level*

---

*Total Number of PD's/Budgetary Estimates (RT2, RT3 Small, RT3 Medium, RT3 Large) completed*

Measurement

| | |
|---|---|
| Period | Report Monthly based on the previous six months data |
| Method | The PI will be measured through the use of Solutioning Team Reports |
| Coverage | Nationally |
| Target Levels | RT2 – 20 Working Days, RT3 Small – 15 Working Days, RT3 Medium – 25 working days, RT3 Large – 35 Working Days |

Service Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.80 | 1 | 0 | 0 |
| 0 | 0.80 | 1 | 1 |

End-User Service Weighting

N/A

Notes
The measurement period, target levels and service thresholds will be subject to review in January 2013.

| Time to Initiate Service Change Plans | **P6** |
|---|---|

Definition:

The performance in initiating Service change plans after receipt of authorisation from the AUTHORITY, measured as the average time taken to initiate the plan.

The target is to initiate all Service change plans within 10 Working Days of authorisations being provided.

Calculation:

$$\frac{Cumulative\ Time\ to\ Intiaition + Cumulative\ Age\ of\ Non-Initiated\ Plans}{Number\ of\ Plans\ Initiated + Number\ of\ Non-Initiated\ Plans}$$

| | |
|---|---|
| Cumulative Time to Initiation | The cumulative time (in Working Days) taken to initiate a Service change plan following authorisation by the AUTHORITY. |
| Cumulative Age Non-Initiated Plans | The cumulative age (in Working Days) at the end of the period of non-initiated plans since the date of authorisation. |
| Number of Plans Initiated | The total number of Service change plans initiated during the period. |
| Number of Non-Initiated Plans | The total number of Service change plans not initiated during the period. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 10 days | 0 days | 0 | 0 |
| 20 days | 10 days | (Actual Service Level – 10 days) / 10 days | 0 to 1 |
| > 20 days | 20 days | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Implement Network Change | **P7** |
|---|---|

Definition:

The performance at implementing a Network change, measured as the proportion of planned Network changes that are completed within the scheduled implementation time during the quarter.

For the purposes of this PI, a Network change includes:

- Connecting a new office to the WAN;
- Increasing the bandwidth of an existing facility;
- Decreasing the bandwidth of an existing facility; and
- Ceasing a WAN Line

The actual implementation time to implement a Network change is defined as the period between formal authorisation from the AUTHORITY and satisfactory delivery. This will be compared with the Scheduled implementation timescale for the appropriate type of change as shown in the SCOP to determine whether a change has been completed within target.

Calculation:

$$\frac{\textit{Number Completed In Time}}{\textit{Number of Planned Upgrades}}$$

| | |
|---|---|
| Number completed in time | Number of network changes delivered in the period where the actual implementation time measured in working days is equal to or less than the scheduled implementation time for the appropriate change as defined in the SCOP |
| Number of Planned Upgrades | The total number of planned Network changes due for completion in the period. |

Measurement

| | |
|---|---|
| Period | Quarterly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.9 | 1 | 0 | 0 |
| 0.5 | 0.9 | (0.9 - Actual Service Level) / 0.4 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

End-User Service Weighting

N/A

| Notes |
|---|
| |

| Timeliness of Progress Reports | **P8** |
|---|---|

Definition:

The punctuality of complete Progress Reports that are delivered to the AUTHORITY.

The PI measures the proportion of reports that are delivered within 2 Working Days after the period that they are reporting on.

Calculation:

$$\frac{Number\ Delivered\ In\ Time}{Number\ Delivered\ In\ Time + Number\ Delivered\ Above\ Time + Number\ Not\ Delivered\ Above\ Time}$$

| | |
|---|---|
| Number Delivered In Time | The number of Progress Reports delivered within the target of 2 Working Days after the end of the period reported. |
| Number Delivered Above Time | The number of Progress Reports delivered after the target of 2 Working Days after the end of the period reported. |
| Number Not Delivered Above Time | The number of Progress Reports yet to be delivered and above the target of 2 Working Days after the end of the period reported. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.91 | 1 | 0 | 0 |
| 0 | 0.91 | (0.91 - Actual Service Level) / 0.91 | 0 - 1 |

End-User Service Weighting

N/A

Notes

| Timeliness of Service Management Reports | **P9** |
|---|---|

Definition:

The punctuality of complete Service Management Reports that are delivered to the AUTHORITY.

The PI measures the proportion of reports that are delivered at or before the end of the tenth Working Day following the end of the period covered by the report.

Calculation:

$$\frac{\textit{Number Delivered In Time}}{\textit{Number Delivered In Time} + \textit{Number Delivered Above Time} + \textit{Number Not Delivered Above Time}}$$

| | |
|---|---|
| Number Delivered In Time | The number of Service Management Reports delivered by the due date after the end of the period reported. |
| Number Delivered Above Time | The number of Service Management Reports delivered beyond the due date after the end of the period reported. |
| Number Not Delivered Above Time | The number of Service Management Reports yet to be delivered and beyond the due date after the end of the period reported. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.91 | 1 | 0 | 0 |
| 0 | 0.91 | (0.91 - Actual Service Level) / 0.91 | 0 - 1 |

End-User Service Weighting

N/A

Notes

| Timeliness of Financial Reports | **P10** |
|---|---|

Definition:

The punctuality of complete Financial Reports that are delivered to the AUTHORITY.

The PI measures the proportion of reports that are delivered by within twelve Working Days following the end of the period covered by the report..

Calculation:

$$\frac{Number\ Delivered\ In\ Time}{Number\ Delivered\ In\ Time + Number\ Delivered\ Above\ Time + Number\ Not\ Delivered\ Above\ Time}$$

| | |
|---|---|
| Number Delivered In Time | The number of Financial Reports delivered by the due date after the end of the period reported. |
| Number Delivered Above Time | The number of Financial Reports delivered beyond the due date after the end of the period reported. |
| Number Not Delivered Above Time | The number of Financial Reports yet to be delivered and beyond the due date after the end of the period reported. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.91 | 1 | 0 | 0 |
| 0 | 0.91 | (0.91 - Actual Service Level) / 0.91 | 0 - 1 |

End-User Service Weighting

N/A

Notes

| Customer Satisfaction | **Q1** |
|---|---|

## Definition:

The customer satisfaction with OMNI Services through a survey. The survey will cover a broad range of aspects including:

- availability;
- response times; and
- quality of support.

The target is to achieve an average User satisfaction score of 60% (where the higher the score is the greater the level of satisfaction).

## Calculation:

$$\frac{\sum_{i=1}^{n} User\ Score_i}{n}$$

| | |
|---|---|
| User Score | The overall score, as a percentage, from an OMNI User |
| i | An OMNI User in the survey |
| n | The total number of OMNI Users in the survey |

## Measurement

| | |
|---|---|
| Period | Quarterly |
| Method | The PI will be measured through the use of: random sampling (200 OMNI Users will be sampled, Users will have option of completing survey forms online or on paper). |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.6 | 1 | 0 | 0 |
| 0.4 | 0.6 | (0.6 - Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.4 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

Questions in surveys will include scoring options of:

- 1 – Poor
- 2– Unsatisfactory
- 3 – Satisfactory
- 4 – Good
- 5 – Excellent.

| Customer Satisfaction with Training Courses | **Q2** |
|---|---|

## Definition:

The customer satisfaction with OMNI Training through a survey. The survey will cover a broad range of aspects including:

- course material;
- course delivery; and
- facilities.

The target is to achieve an average User satisfaction score of 60% (where the higher the score is the greater the level of satisfaction).

## Calculation:

$$\frac{\sum_{i=1}^{n} User\ Score_i}{n}$$

| | |
|---|---|
| User Score | The overall score, as a percentage, from an OMNI User |
| i | An OMNI User in the survey |
| n | The total number of OMNI Users in the survey |

## Measurement

| | |
|---|---|
| Period | Quarterly |
| Method | The KPI will be measured through the use of: Sampling (50% of OMNI Users trained will be sampled, Users will have option of completing survey forms online or on paper). |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.6 | 1 | 0 | 0 |
| 0.4 | 0.6 | (0.6 - Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.4 | 1 | 1 |

## End-User Service Weighting

## Notes

Questions in surveys will include scoring options of:

- 1 – Poor
- 2 – Unsatisfactory
- 3 – Satisfactory
- 4 – Good
- 5 – Excellent.

| Accuracy of Cost Estimates | **Q3** |
|---|---|

Definition:

The accuracy of cost estimates provided to the AUTHORITY in costed proposals (and subsequent exception reports where the Authority is deemed to be responsible for the change) arising from the submission of a Request For Service (RFS).

This excludes budgetary-v estimates and any items in the product and Service Catalogue (PSC) that have a price assigned to it.

Calculation:

$$\frac{\sum_{i=1}^{n}\left|Actual\ Cost_i - Budgeted\ Cost_i\right|}{\sum_{i=1}^{n} Budgeted\ Cost_i}$$

(NB: difference of cost measured as an absolute value)

| | |
|---|---|
| Actual Cost | The cost of implementing the services described against those quoted in the proposal document. |
| Budgeted Cost | The initial estimated cost of implementing the proposal plus any subsequent costs included in exception reports that are deemed the responsibility of the AUTHORITY. |
| i | A project implemented during the financial year (nb. does not include cancelled projects were the cost to date is less than the costed proposal). |
| n | The number of proposals implemented during the financial year. |

Measurement

| | |
|---|---|
| Period | Annual |
| Method | The PI will be measured through the use of Financial Reports |
| Coverage | Nationally |

Service Credit Levels and Threshold

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.1 | 0 | 0 | 0 |
| 0.25 | 0.1 | 0.5 x (Actual Service Level – 0.1) / 0.15 | 0 - 0.5 |
| 0.5 | 0.25 | 0.5 + 0.5 x [(Actual Service Level – 0.25) / 0.25] | 0.5 - 1 |
| > 0.5 | 0.5 | 1 | 1 |

End-User Service Weighting

N/A

Notes

| Defect Rate in Live Software | **Q4** |
|---|---|

## Definition:

The reliability of live Software (Managed Applications) for which there is a complete and detailed functional specification during the first six months of operation following completion of roll-out, measured as the weighted number of Category A, B and C defects per Application compared with the number of defects (*n)* that might be expected in accordance with industry best practice for the size and complexity of the Application concerned.

- Category A defects are defects where no workaround exists and which are classified as Level 1 calls.
- Category B defects are defects where workarounds exist but performance is affected and which are classified as Level 1 or 2 calls.
- Category C defects are defects where workarounds exist but performance is unaffected.

## Calculation:

$$Defects_A + (0.2 \times Defects_B) + (0.05 \times Defects_C)$$

| | |
|---|---|
| Defects | The total number of defects in the period following live release of the Application or upgrade |
| A | Category A |
| B | Category B |
| C | Category C |
| n | The number of predicted defects for Application Software developed in accordance with industry best practice; n is derived from the sum of Category A, B and C defects multiplied by their respective weighting factors (thus if *Defects A* = 1, *B* = 5 and *C* = 20, then n=3). |

## Measurement

| | |
|---|---|
| Period | Six month period following live release |
| Method | The PI will be measured through the use of:<br>• (Proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 7 | 0 | 0 | 0 |
| 14 | 7 | 0.5 x (Actual Service Level - 1) | 0 - 0.5 |
| 28 | 14 | 0.5 + 0.5 x [(Actual Service Level - 2) / 2] | 0.5 - 1 |
| > 28 | 28 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

Note that the above targets are applicable to the CRAMS application only. Any future Managed Applications (such as National Delius(PCMS)) will have their targets reviewed, baselined and agreed (such agreement not to be unreasonably withheld) following the implementation of the Managed Application to all Trusts and at least a 6 month period thereafter for baselines to be measured. The targets above will serve as a default position for future Managed Applications until appropriate targets are agreed and documented in this PI via Change Control.

| Incorrectly Closed Incidents by Service Desk | **Q5** |
|---|---|

Definition:

The effectiveness of the Incident Management process in resolving Incidents correctly, through measuring the number of re follow-up Incidents as a proportion of the overall Incidents handled.

For the purposes of this KPI a follow-up Incident refers to a new Incident report opened following the closure of an original Incident, but for the same cause as the original due to a failure of the original resolution.

Calculation:

$$\frac{\text{Number of Follow-Up Incidents}}{\text{Number of Incidents}}$$

| | |
|---|---|
| Number of Follow-Up Incidents | The number of Incidents that are reported that are directly linked to and arise from the same cause as an original Incident that was closed during the period. |
| Number of Incidents | The number of Incidents reported during the period. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.08 | 0 | 0 | 0 |
| 0.55 | 0.08 | (Actual Service Level – 0.08) / 0.47 | 0 - 1 |
| 1 | 0.55 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.05 | 0 | 0 | 0 |
| 0.55 | 0.05 | (Actual Service Level – 0.05) / 0.5 | 0 - 1 |
| 1 | 0.55 | 1 | 1 |

End-User Service Weighting

Performance: Service Desk: 5%

Notes

| ‘First Time Fixes’ by Service Desk | **Q6** |
|---|---|

## Definition:

The effectiveness of the Incident Management process in resolving Incidents on a first-time basis.

For the purposes of this PI, ‘First Time Fixes’ are Incidents where resolution is achieved,

- whilst the User is engaged on the initial call to the Service Desk; or
- by the first call-back or e-mail response, where the original Incident is reported by e-mail

and is to the satisfaction of the User.

Self-service Incidents are excluded from this PI. A response to an incident by one of the AUTHORITY’s own first line support teams is discounted for the purpose of measuring this PI

## Calculation:

$$\frac{\textit{Number of First Time Fixes}}{\textit{Number of Incidents}}$$

| | |
|---|---|
| Number of First Time Fixes | The number of original Incidents where resolution is achieved,<br>• whilst the User is engaged on the initial call to the Service Desk<br>• by the first call-back or e-mail response, where the original Incident is reported by e-mail. |
| Number of Incidents | The number of Incidents reported during the period. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.15 | 1 | 0 | 0 |
| 0 | 0.15 | (0.15 - Actual Service Level) / 0.15 | 0 - 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.2 | 1 | 0 | 0 |
| 0 | 0.2 | (0.2 - Actual Service Level) / 0.2 | 0 - 1 |

## End-User Service Weighting

N/A

## Notes

| Accuracy of Configuration Management Database | **Q7** |
|---|---|

## Definition:

The accuracy of the OMNI Configuration Management Database, holding details of ICT Assets and configuration within the AUTHORITY, through the measurement of the difference of an audited sample and the recorded position.

Unrecorded changes arising directly from the actions of the AUTHORITY or its Users shall be excluded from the measurement of performance. The additional 998 items listed in the (unclassified) worksheet forming part of Annex A of Schedule 10 shall be excluded from this measurement until validated by the PROVIDER.

## Calculation:

$$\frac{CI\ Matched}{Number\ of\ CI\ Sampled}$$

| | |
|---|---|
| CI Matched | The number of Configuration Items (CI) in a sample that were accurately categorised and recorded in the Configuration Management Database |
| Number of CI Sampled | The total number of Configuration Items used in the sample. |

## Measurement

| | |
|---|---|
| Period | Quarterly |
| Method | The PI will be measured through the use of: random sampling (At least 200 randomly selected items together in the Configuration Management Database will be cross-checked against their descriptions. Separately, at least 200 randomly selected items identified on locations will be cross-checked against the Configuration Management Database. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.85 | 1 | 0 | 0 |
| 0 | 0.85 | (0.85 - Actual Service Level) / 0.85 | 0 - 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.97 | 1 | 0 | 0 |
| 0 | 0.97 | (0.97 - Actual Service Level) / 0.97 | 0 - 1 |

## End-User Service Weighting

N/A

## Notes

| Service Desk Response Time (Calls – 15 seconds) | **R1-1** |
|---|---|

## Definition:

The performance of the Service Desk in Call Handling, measured through the number of calls responded to manually within a target time.

For the purposes of this KPI, calls abandoned as a result of a recorded IVR message informing of a specific known problem are not included in this calculation.

Calls routed direct to the AUTHORITY's Area IT teams are not included in this calculation.

## Calculation:

$$\frac{Calls\ Within\ Target}{n}$$

| | |
|---|---|
| Calls Within Target | The number of calls manually answered within 15 seconds, during Scheduled Hours (Call Handling) |
| n | The total number of calls handled by the Service Desk within Scheduled Hours (Call Handling) during the calendar month |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.85 | 1 | 0 | 0 |
| 0 | 0.85 | (0.85 – Actual Service Level) / 0.85 | 0 - 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.96 | 1 | 0 | 0 |
| 0 | 0.96 | (0.96 - Actual Service Level) / 0.96 | 0 - 1 |

## End-User Service Weighting

Availability: Service Desk: 25%

## Notes

| Service Desk Response Time (Calls – 30 seconds) | **R1-2** |
|---|---|

## Definition:

The performance of the Service Desk in Call Handling, measured through the number of calls responded to manually within a target time.

For the purposes of this KPI, calls abandoned as a result of a recorded IVR message informing of a specific known problem are not included in this calculation.

Calls routed direct to the AUTHORITY's Area IT teams are not included in this calculation.

## Calculation:

$$\frac{Calls\ Within\ Target}{n + Number\ of\ Calls\ Abandoned}$$

| | |
|---|---|
| Calls Within Target | The number of calls manually answered within 30 seconds, during Scheduled Hours (Call Handling) |
| n | The total number of calls handled by the Service Desk within Scheduled Hours (Call Handling) during the calendar month, (but not including those calls abandoned as below) |
| Number of Calls Abandoned | The number of calls within Scheduled Hours (Call Handling), during the calendar month, abandoned by the caller after 30 seconds following any IVR message and navigation of any IVR menu. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.97 | 1 | 0 | 0 |
| 0 | 0.97 | (0.97 – Actual Service Level) / 0.97 | 0 - 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.98 | 1 | 0 | 0 |
| 0 | 0.98 | 0.98 - Actual Service Level/0.98 | 0 - 1 |

## End-User Service Weighting

Availability: Service Desk: 25%

## Notes

| Service Desk Response Time (E-mail – 1hour) | **R2-1** |
|---|---|

Definition:

The performance of the Service Desk in responding to e-mail as a channel for Incident reporting, measured through the number of e-mails to be responded to manually within the target time.

Calculation:

$$\frac{Emails\ Within\ Target}{n + Number\ of\ Emails\ Unanswered}$$

| | |
|---|---|
| E-mails Within Target | The number of e-mails manually answered within 1 hour of receipt, during Scheduled Hours (Call Handling) |
| n | The total number e-mails responded to by the Service Desk during the calendar month. |
| Number of E-mails Unanswered | The number of e-mails remaining unanswered at the end of the calendar month. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.9 | 1 | 0 | 0 |
| 0 | 0.9 | (Actual Service Level – 0.9) / 0.9 | 0 - 1 |

End-User Service Weighting

Availability: Service Desk: 5%

Notes

| Service Desk Response Time (E-mail – 4 hours) | **R2-2** |
|---|---|

Definition:

The performance of the Service Desk in responding to e-mail as a channel for Incident reporting, measured through the number of e-mails to be responded to manually within the target time.

Calculation:

$$\frac{Emails\ Within\ Target}{n + Number\ of\ Emails\ Unanswered}$$

| | |
|---|---|
| E-mails Within Target | The number of e-mails manually answered within 4 hours of receipt, during Scheduled Hours (Call Handling) |
| n | The total number e-mails responded to by the Service Desk during the calendar month. |
| Number of E-mails Unanswered | The number of e-mails remaining unanswered at the end of the calendar month. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0 | 1 | 1 - (Actual Service Level) | 0 - 1 |

End-User Service Weighting

Availability: Service Desk: 5%

Notes

| Service Desk Response Time (Subcontracted Call – Severity 1) – 15 minutes) | **R2-3** |
|---|---|

Definition:

The performance of the Service Desk in responding to Severity 1 Incidents sub-contracted to them via the Service Management Tool as a channel for Incident reporting, measured through the number of subcontracted calls assigned within the target time.

Calculation:

$$\frac{\text{Incidents within target}}{N}$$

| | |
|---|---|
| Incidents Within Target | The number of sub-contracted Incidents assigned within 15 minutes of receipt, during Scheduled Hours (Call Handling) |
| N | The total number sub-contracted Incidents assigned to by the Service Desk during the calendar month. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.9 | 1 | 0 | 0 |
| 0 | 0.9 | (0.9 - Actual Service Level) / 0.9 | 0 - 1 |

End-User Service Weighting

Availability: Service Desk: 20%

Notes

| Service Desk Response Time (Subcontracted Call – 30 minutes) | **R2-4** |
|---|---|

Definition:

The performance of the Service Desk in allocating non Severity 1 incidents sub-contracted to them via the Service Management Tool as a channel for Incident reporting to second line support, measured through the number of subcontracted calls assigned within the target time.

Calculation:

$$\frac{\text{Incidents within target}}{N}$$

| | |
|---|---|
| Incidents Within Target | The number of sub-contracted Incidents assigned within 30 minutes of receipt, during Scheduled Hours (Call Handling) |
| N | The total number sub-contracted Incidents assigned to by the Service Desk during the calendar month. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.90 | 1 | 0 | 0.97 |
| 0 | 0.90 | (0.90 - Actual Service Level ) / 0.90 | 0 - 1 |

End-User Service Weighting

Availability: Service Desk: 20%

Notes

| Time to Resolve Severity 1 Service Incidents (4 hours) | **R3-1** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 Incidents.

This KPI measures the proportion of Severity 1 Incidents that are resolved within a target of 4 Working Hours.

Severity 1 Incidents are defined as problems which, excluding WAN or ADSL issues:

- prevent a User doing any work and for which no sensible workaround exists (e.g. AT User has no ready access to appropriate AT devices); and/or
- seriously degrade the performance of more than 10 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\frac{Number\ Resolved}{Number\ of\ Incidents}$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 Incidents (raised during the calendar month), which were resolved within the target of 4 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 1 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.87 | 1 | 0 | 0 |
| 0.6 | 0.87 | (0.87 – Actual Service Level) / 0.27 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.96 | 1 | 0 | 0 |
| 0.6 | 0.96 | (0.96 - Actual Service Level) / 0.36 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 20%

| Notes |
| --- |
| This KPI excludes all agreed complex AT incidents but such incidents will continue to be measured, monitored and reported separately as if they were Severity 1s. |

| Time to Resolve Severity 1 Service Incidents (6 hours) | **R3-2** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 Incidents.

This KPI measures the proportion of Severity 1 Incidents that are resolved within a target of 6 Working Hours.

Severity 1 Incidents are defined as problems which excluding WAN or ADSL issues:

- prevent a User doing any work and for which no sensible workaround exists (e.g. AT User has no ready access to appropriate AT devices); and/or
- seriously degrade the performance of more than 10 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\left( \frac{Number\ Resolved}{Number\ of\ Incidents} \right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 Incidents (raised during the calendar month), which were resolved within the target of 6 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 1 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.98 | 1 | 0 | 0 |
| 0.7 | 0.98 | (0.98 - Actual Service Level) / 0.28 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.98 | 1 | 0 | 0 |
| 0.7 | 0.98 | (0.98 - Actual Service Level) / 0.28 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 20%

| Notes |
|---|
| This KPI excludes all agreed complex AT incidents but such incidents will continue to be measured, monitored and reported separately as if they were Severity 1s. |

| Average Age of All Severity 1 Incidents | **R3a** |
|---|---|

Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 Incidents.

This PI measures the average length of time it takes to resolve Severity 1 Incidents and those that are still unresolved at the end of the measurement period, excluding WAN and ADSL Incidents, which are covered by Measurements R3a-1 and R3a-2 respectively. The target length of time for this measure is to be no more than 4 Working Hours.

Calculation:

$$\frac{\left(\sum_{i=1}^{m} Time\ To\ Re\,solve_i\right)+\left(\sum_{j=1}^{n} Age\ of\ Unresolved\ Incidents_j\right)}{Number\ of\ Incidents}$$

| | |
|---|---|
| Time to Resolve | The time (hours) taken to resolve a Severity 1 Incident (during the measurement period) after being notified of it. |
| Age of Unresolved Incidents | The age (hours) of a Severity 1 Incident that remained unresolved at the end of the measurement period. |
| Number of Incidents | The total number of severity 1 Incidents resolved during the measurement period (m) and Severity 1 Incidents that remain unresolved at the end of the measurement period (n). |
| i | A resolved Severity 1 Incident. |
| j | An unresolved Severity 1 Incident. |
| m | The total number of resolved Severity 1 Incidents. |
| n | The total number of unresolved Severity 1 Incidents. |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 4 hours | 0 hours | 0 | 0 |
| 9 hours | 4 hours | (Actual Service Level – 4 hours) / 5 hours | 0 - 1 |
| > 9 hours | 9 hours | 1 | 1 |

End-User Service Weighting

N/A

| Notes |
| --- |
| |

| Time to Resolve Severity 1 WAN incidents (5 hours) | **R3-3** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 as a result of the failure of the leased line WAN Service.

This KPI measures the proportion of Severity 1 WAN Incidents that are resolved within a target of 5 Working Hours.

Severity 1 WAN Incidents are defined as incident which are as a result of the WAN service and:

- prevent a User doing any work for which no sensible workaround exist (e.g. single site user having no WAN connectivity);
- seriously degrade the performance of more than 10 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\frac{Number\ Resolved}{Number\ of\ Incidents}$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 WAN Incidents (raised during the calendar month), which were resolved within the target during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 1 WAN Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 0.85 | 1 | 0 | 0 |
| 0.6 | 0.85 | (0.85 – Actual Service Level) / 0.25 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 0.9 | 1 | 0 | 0 |
| 0.7 | 0.9 | (0.9 - Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

## End-User Service Weighting

Performance: WAN: 40%

## Notes

| Time to Resolve Severity 1 WAN incidents (7.5 hours) | **R3-4** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 as a result of the failure of the WAN Service.

This KPI measures the proportion of Severity 1 WAN Incidents that are resolved within a target of 7 Working Hours.

Severity 1 WAN Incidents are defined as incident which are as a result of the WAN service and:

- prevent a User doing any work for which no sensible workaround exist (e.g. single site user having no WAN connectivity);
- seriously degrade the performance of more than 10 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\frac{Number\ Resolved}{Number\ of\ Incidents}$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 WAN Incidents (raised during the calendar month), which were resolved within the target during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 1 WAN Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 0.90 | 1 | 0 | 0 |
| 0.7 | 0.90 | (0.90 – Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 0.95 | 1 | 0 | 0 |
| 0.80 | 0.95 | (0.90 - Actual Service Level) / 0.15 | 0 - 1 |
| 0 | 0.80 | 1 | 1 |

## End-User Service Weighting

Performance: WAN: 20%

## Notes

| Average Age of All Severity 1 WAN Incidents | **R3a-1** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 WAN Incidents.

This PI measures the average length of time it takes to resolve Severity 1 WAN Incidents and those that are still unresolved at the end of the measurement period. The target length of time for this measure is to be no more than 5 Working Hours

## Calculation:

$$\frac{\left(\sum_{i=1}^{m} Time\ To\ Re\,solve_i\right)+\left(\sum_{j=1}^{n} Age\ of\ Unresolved\ Incidents_j\right)}{Number\ of\ Incidents}$$

| | |
|---|---|
| Time to Resolve | The time (hours) taken to resolve a Severity 1 WAN Incident (during the measurement period) after being notified of it. |
| Age of Unresolved Incidents | The age (hours) of a Severity 1 WAN Incident that remained unresolved at the end of the measurement period. |
| Number of Incidents | The total number of severity 1 WAN Incidents resolved during the measurement period (m) and Severity 1 Incidents that remain unresolved at the end of the measurement period (n). |
| i | A resolved Severity 1 WAN Incident. |
| j | An unresolved Severity 1 WAN Incident. |
| m | The total number of resolved Severity 1 WAN Incidents. |
| n | The total number of unresolved Severity 1 WAN Incidents. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 5 hours | 0 hours | 0 | 0 |
| 12 hours | 5 hours | (Actual Service Level – 6 hours) / 7 hours | 0 - 1 |
| > 12 hours | 12 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Resolve Severity 1 ADSL incidents (12 hours) | **R3-5** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 as a result of the failure of the ADSL Service.

This KPI measures the proportion of Severity 1 ADSL Incidents that are resolved within a target of 12 Working Hours.

Severity 1 ADSL Incidents are defined as incident which are as a result of the ADSL service and:

- prevent a User doing any work for which no sensible workaround exist (e.g. single site user having no WAN connectivity);
- seriously degrade the performance of more than 5 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\frac{Number\ Resolved}{Number\ of\ Incidents}$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 ADSL Incidents (raised during the calendar month), which were resolved within the target during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 1 ADSL Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.85 | 1 | 0 | 0 |
| 0.6 | 0.85 | (0.85 – Actual Service Level) / 0.25 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.90 | 1 | 0 | 0 |
| 0.7 | 0.90 | (0.90 – Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

## End-User Service Weighting

Performance: WAN: 30%

## Notes

| Time to Resolve Severity 1 ADSL incidents (18 hours) | **R3-6** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 as a result of the failure of the ADSL Service.

This KPI measures the proportion of Severity 1 ADSL Incidents that are resolved within a target of 18 Working Hours.

Severity 1 ADSL Incidents are defined as incident which are as a result of the ADSL service and :

- prevent a User doing any work for which no sensible workaround exist (e.g. single site user having no WAN connectivity);
- seriously degrade the performance of more than 5 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\frac{Number\ Resolved}{Number\ of\ Incidents}$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 ADSL Incidents (raised during the calendar month), which were resolved within the target during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 1 ADSL Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.90 | 1 | 0 | 0 |
| 0.70 | 0.90 | (0.90 – Actual Service Level) / 0.2 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.95 | 1 | 0 | 0 |
| 0.80 | 0.95 | (0.95 – Actual Service Level) / 0.15 | 0 - 1 |
| 0 | 0.80 | 1 | 1 |

## End-User Service Weighting

Performance: WAN: 10%

## Notes

| Average Age of All Severity 1 ADSL Incidents | **R3a-2** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 ADSL Incidents.

This PI measures the average length of time it takes to resolve Severity 1 ADSL Incidents and those that are still unresolved at the end of the measurement period. The target length of time for this measure is to be no more than 12 Working Hours

## Calculation:

$$\frac{\left(\sum_{i=1}^{m} Time\ To\ Resolve_i\right) + \left(\sum_{j=1}^{n} Age\ of\ Unresolved\ Incidents_j\right)}{Number\ of\ Incidents}$$

| | |
|---|---|
| Time to Resolve | The time (hours) taken to resolve a Severity 1 ADSL Incident (during the measurement period) after being notified of it. |
| Age of Unresolved Incidents | The age (hours) of a Severity 1 ADSL Incident that remained unresolved at the end of the measurement period. |
| Number of Incidents | The total number of severity 1 ADSL Incidents resolved during the measurement period (m) and Severity 1 Incidents that remain unresolved at the end of the measurement period (n). |
| i | A resolved Severity 1 ADSL Incident. |
| j | An unresolved Severity 1 ADSL Incident. |
| m | The total number of resolved Severity 1 ADSL Incidents. |
| n | The total number of unresolved Severity 1 ADSL Incidents. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 11 hours | 0 hours | 0 | 0 |
| 20 hours | 11 hours | (Actual Service Level – 11 hours) / 9 hours | 0 - 1 |
| > 20 hours | 20 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Resolve Severity 2 Service Incidents (8 hours) | **R4-1** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 2 Incidents.

This KPI measures the proportion of Severity 2 Incidents that are resolved within a target of 8 Working Hours.

Severity 2 Incidents are defined as problems which:

- prevent a User doing any work and for which a temporary workaround exists; and/or
- seriously degrade the performance of between 1 and 10 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\left(\frac{Number\ Resolved}{Number\ of\ Incidents}\right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 2 Incidents (raised during the calendar month), which were resolved within the target of 8 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 2 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.85 | 1 | 0 | 0 |
| 0.6 | 0.85 | (0.85 – Actual Service Level) / 0.25 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.96 | 1 | 0 | 0 |
| 0.6 | 0.96 | (0.96 - Actual Service Level) / 0.36 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 15%

## Notes

| Time to Resolve Severity 2 Service Incidents (12 hours) | **R4-2** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 2 Incidents.

This KPI measures the proportion of Severity 2 Incidents that are resolved within a target of 12 Working Hours.

Severity 2 Incidents are defined as problems which:

- prevent a User doing any work and for which a temporary workaround exists; and/or
- seriously degrade the performance of between 1 and 10 Users (i.e. where the Users at that time, are experiencing Service Levels below the targets in KPIs R10, R15, R16 and R17).

## Calculation:

$$\left( \frac{Number\ Resolved}{Number\ of\ Incidents} \right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 2 Incidents (raised during the calendar month), which were resolved within the target of 12 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 2 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.97 | 1 | 0 | 0 |
| 0.7 | 0.97 | (0.97 - Actual Service Level) / 0.27 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.98 | 1 | 0 | 0 |
| 0.7 | 0.98 | (0.98 - Actual Service Level) / 0.28 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 15%

## Notes

| Average Age of All Severity 2 Incidents | **R4a** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 2 Service Incidents.

This PI measures the average length of time it takes to resolve Severity 2 Incidents and those that are still unresolved at the end of the measurement period. The target length of time for this measure is to be no more than 8 Working Hours.

## Calculation:

$$\frac{\left(\sum_{i=1}^{m} Time\ To\ Resolve_i\right) + \left(\sum_{j=1}^{n} Age\ of\ Unresolved\ Incidents_j\right)}{Number\ of\ Incidents}$$

| | |
|---|---|
| Time to Resolve | The time (hours) taken to resolve a Severity 2 Incident (during the measurement period) after being notified of it. |
| Age of Unresolved Incidents | The age (hours) of a Severity 2 Incident that remained unresolved at the end of the measurement period. |
| Number of Incidents | The total number of Severity 2 Incidents resolved during the measurement period (m) and Severity 2 Incidents that remain unresolved at the end of the measurement period (n). |
| i | A resolved Severity 2 Incident. |
| j | An unresolved Severity 2 Incident. |
| m | The total number of resolved Severity 2 Incidents. |
| n | The total number of unresolved Severity 2 Incidents. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 7 hours | 0 hours | 0 | 0 |
| 12 hours | 7 hours | (Actual Service Level – 7 hours) / 5 hours | 0 - 1 |
| > 12 hours | 12 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Resolve Severity 3 Service Incidents (16 hours) | **R5-1** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 3 Incidents.

This KPI measures the proportion of Severity 3 Incidents that are resolved within a target of 16 Working Hours.

Severity 3 Incidents are defined as problems which:

- cause a User operational difficulties in accessing one or more Services from the Workstation (excludes Severity 1 & 2 Incidents).

## Calculation:

$$\left( \frac{Number\ Resolved}{Number\ of\ Incidents} \right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 3 Incidents (raised during the calendar month), which were resolved within the target of 16 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 3 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.8 | 1 | 0 | 0 |
| 0.5 | 0.8 | (0.8 – Actual Service Level) / 0.3 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.96 | 1 | 0 | 0 |
| 0.6 | 0.96 | (0.96 - Actual Service Level) / 0.36 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 10%

## Notes

| Time to Resolve Severity 3 Service Incidents (24 hours) | **R5-2** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 3 Incidents.

This KPI measures the proportion of Severity 3 Incidents that are resolved within a target of 24 Working hours.

Severity 3 Incidents are defined as problems which:

- cause a User operational difficulties in accessing one or more Services from the Workstation (excludes Severity 1 & 2 Incidents).

## Calculation:

$$\left(\frac{Number\ Re\,solved}{Number\ of\ \ Incidents}\right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 3 Incidents (raised during the calendar month), which were resolved within the target of 24 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 3 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.92 | 1 | 0 | 0 |
| 0.6 | 0.92 | (0.92 - Actual Service Level) / 0.32 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.98 | 1 | 0 | 0 |
| 0.7 | 0.98 | (0.98 - Actual Service Level) / 0.28 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 10%

## Notes

| Average Age of All Severity 3 Incidents | **R5a** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 3 Service Incidents.

This PI measures the average length of time it takes to resolve Severity 3 Incidents and those that are still unresolved at the end of the measurement period. The target length of time for this measure is to be no more than 16 Working Hours.

## Calculation:

$$\frac{\left(\sum_{i=1}^{m} Time\ To\ Resolve_i\right) + \left(\sum_{j=1}^{n} Age\ of\ Unresolved\ Incidents_j\right)}{Number\ of\ Incidents}$$

| | |
|---|---|
| Time to Resolve | The time (hours) taken to resolve a Severity 3 Incident (during the measurement period) after being notified of it. |
| Age of Unresolved Incidents | The age (hours) of a Severity 3 Incident that remained unresolved at the end of the measurement period. |
| Number of Incidents | The total number of Severity 3 Incidents resolved during the measurement period (m) and Severity 3 Incidents that remain unresolved at the end of the measurement period (n). |
| i | A resolved Severity 3 Incident. |
| j | An unresolved Severity 3 Incident. |
| m | The total number of resolved Severity 3 Incidents. |
| n | The total number of unresolved Severity 3 Incidents. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 15 hours | 0 hours | 0 | 0 |
| 20 hours | 15 hours | (Actual Service Level – 15 hours) / 5 hours | 0 - 1 |
| > 20 hours | 20 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Resolve Severity 4 Service Incidents (40 hours) | **R6-1** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 4 Incidents.

This PI measures the proportion of Severity 4 Incidents that are resolved within a target of 40 Working Hours.

Severity 4 Incidents are defined as problems which are:

- requests for information
- minor problems which do not affect the User's ability to do useful work.

## Calculation:

$$\left(\frac{Number\ Resolved}{Number\ of\ Incidents}\right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 4 Incidents (raised during the calendar month), which were resolved within the target of 40 Working Hours During Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 4 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.8 | 1 | 0 | 0 |
| 0.5 | 0.8 | (0.8 - Actual Service Level) / 0.3 | 0 - 1 |
| 0 | 0.5 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.96 | 1 | 0 | 0 |
| 0.6 | 0.96 | (0.96 - Actual Service Level) / 0.36 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Resolve Severity 4 Service Incidents (60 hours) | **R6-2** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 4 Incidents.

This PI measures the proportion of Severity 4 Incidents that are resolved within a target of 60 Working Hours.

Severity 4 Incidents are defined as problems which are:

- requests for information
- minor problems which do not affect the User's ability to do useful work.

## Calculation:

$$\left(\frac{Number\ Resolved}{Number\ of\ Incidents}\right)$$

| | |
|---|---|
| Number Resolved | The total number of Severity 4 Incidents (raised during the calendar month), which were resolved within the target of 60 Working Hours during Scheduled Hours (Operational Support) |
| Number of Incidents | The total number of Severity 4 Incidents raised (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.92 | 1 | 0 | 0 |
| 0.6 | 0.92 | (0.92 - Actual Service Level) / 0.32 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |
| | | | |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.98 | 1 | 0 | 0 |
| 0.7 | 0.98 | (0.98 - Actual Service Level) / 0.28 | 0 - 1 |
| 0 | 0.7 | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Average Age of All Severity 4 Incidents | **R6a** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 4 Incidents.

This PI measures the average length of time it takes to resolve Severity 4 Incidents and those that are still unresolved at the end of the measurement period. The target length of time for this measure is to be no more than 40 Working Hours.

## Calculation:

$$\frac{\left(\sum_{i=1}^{m} Time\ To\ Resolve_i\right) + \left(\sum_{j=1}^{n} Age\ of\ Unresolved\ Incidents_j\right)}{Number\ of\ Incidents}$$

| | |
|---|---|
| Time to Resolve | The time (hours) taken to resolve a Severity 4 Incident (during the measurement period) after being notified of it. |
| Age of Unresolved Incidents | The age (hours) of a Severity 4 Incident that remained unresolved at the end of the measurement period. |
| Number of Incidents | The total number of Severity 4 Incidents resolved during the measurement period (m) and Severity 4 Incidents that remain unresolved at the end of the measurement period (n). |
| i | A resolved Severity 4 Incident. |
| j | An unresolved Severity 4 Incident. |
| m | The total number of resolved Severity 4 Incidents. |
| n | The total number of unresolved Severity 4 Incidents. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 40 hours | 0 hours | 0 | 0 |
| 80 hours | 40 hours | (Actual Service Level – 40 hours) / 40 hours | 0 - 1 |
| > 80 hours | 80 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Inform Affected Parties of a Problem | **R7** |
|---|---|

## Definition:

The efficiency of the proactive process of the Service Desk in notifying parties of existing or impending Incidents.

This PI measures average time for the Service Desk staff to notify all affected parties of Severity 1 or 2 Incidents.

The target is for 1 of affected parties to be notified of Severity 1 or 2 Incidents within 1 Working Hour, with an estimate of total problem resolution time.

## Calculation:

$$\frac{\sum_{i=1}^{n} Time\ To\ Notify_i}{n}$$

| | |
|---|---|
| Time to Notify | The time (hours) taken to notify all affected parties of the Severity 1 or 2 Incident from when it was logged at the Service Desk. |
| i | A Severity 1 or 2 Incident |
| n | The total number of Severity 1 or 2 Incidents |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 1 hour | 0 hours | 0 | 0 |
| 5 hours | 1 hour | (Actual Service Level – 1 hour) / 4 hours | 0 - 1 |
| > 5 hours | 5 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Maximum Percentage of Abandoned Calls | **R8** |
|---|---|

## Definition:

The effectiveness of the Service Desk in responding to telephone calls for support.

This KPI measures the proportion of abandoned calls out of all the telephone calls received by the Service Desk.

An abandoned call is defined as a telephone call to the Service Desk that is not answered by Service Desk staff after 30 seconds and where the caller hangs up thereafter (this excludes the time used by the caller to go through any IVR menus). All calls that are hung up within 30 seconds are not included as abandoned calls.

## Calculation:

$$\frac{Abandoned\ Calls}{Answered\ Calls + Abandoned\ Calls}$$

| | |
|---|---|
| Abandoned Calls | The total number of abandoned calls received (during a calendar month). |
| Answered Calls | The total number telephone calls answered by Service Desk staff (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.01 | 0 | 0 | 0 |
| 0.1 | 0.01 | (Actual Service Level – 0.01) / 0.09 | 0 - 1 |
| 1 | 0.1 | 1 | 1 |

## End-User Service Weighting

Performance: Service Desk: 5%

## Notes

(DELETED)

| Managed Application Performance | **R10** |
|---|---|

## Definition:

The performance of Managed Applications, measured through the end-to-end transaction times of Applications during Scheduled Hours (Operational Support), between the agreed demarcation points.

The KPI measures the average transaction times (in seconds) of Applications in performing predefined standard transactions.

## Calculation:

$$\frac{\sum_{i=1}^{n} Transaction\ Times_i}{n}$$

| | |
|---|---|
| Transaction Times | The time to complete a predefined transaction (in seconds). |
| i | A random test implemented during the calendar month. |
| n | The total number of random tests implemented during the calendar month. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs (Location level); and<br>• random sampling<br>during Scheduled Hours (Operational Support) |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| L1 secs | 0 secs | 0 | 0 |
| L2 secs | L1 secs | (Actual Service Level - L1) / (L2-L1) | 0 - 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| L1 secs | 0 secs | 0 | 0 |
| L2 secs | L1 secs | (Actual Service Level - L1) / (L2-L1) | 0 - 1 |

## End-User Service Weighting

Performance: Managed Applications: 100%

## Notes

This KPI is applicable to all Applications of the type ‘Managed’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications using the values for L1 and L2 that are specified in Schedule 10 (Locations, Assets and Volumes) Annex D.

(DELETED)

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| | |
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(DELETED)

| Average Time to Deliver E-mail | **R11-4** |
|---|---|

## Definition:

The average performance of the e-mail delivery Service.

The KPI measures the average time to deliver emails as a measure of the Domino routing function.

For the purpose of measurement, 'qualifying' e-mails are those up to 5MB in size and sent by end User only (i.e. not by applications using the Domino infrastructure to communicate).

## Calculation:

$$\frac{Total\ Time\ taken\ to\ route\ emails}{Number\ of\ Emails\ Routed}$$

| | |
|---|---|
| Time taken to route email | The sum of the time taken to route each e-mail sent in period |
| Number of emails routed | The number of e-mails sent in period |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | Through the use of a Domino Application spy agent |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 2 minute | 0 | 0 | 0 |
| 600 minutes | 2 minutes | (Actual Service Level – 2 mins) / 598 mins | 0 - 1 |
| > 600 minutes | 600 minutes | 1 | 1 |

**FINAL**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 0.5 minutes | 0 | 0 | 0 |
| 480 minutes | 0.5 minutes | (Actual Service Level – 0.5 mins) / 475.5 mins | 0 - 1 |
| >480 minutes | 480 minutes | 1 | 1 |

## End-User Service Weighting

Performance: E-mail: 100%

Notes: 0.5 minutes = 30 seconds.

| Web Site Performance | **R12** |
|---|---|

## Definition:

The access speed to web pages for OMNI Users.

This PI measures the time it takes for OMNI terminals that are directly connected to the OMNI Infrastructure (i.e. not remotely dialled in) to download pre-agreed web pages (hosted internally).

## Calculation:

$$\frac{\sum_{i=1}^{n} Time\ To\ Download_i}{n}$$

| | |
|---|---|
| Time to Download | The time taken (in seconds) to successfully download a predefined web page after User interaction. |
| i | A request from the OMNI User to download a predefined web page in a predefined schedule or System log. |
| n | The total number of download requests for predefined web pages in a predefined schedule or System log. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of scheduled sampling |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**FINAL**

| **Actual Service Level** | | **QSI Calculation** | **QSI** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 3 secs | 0 secs | 0 | 0 |
| 13 secs | 3 secs | (Actual Service Level – 3 secs) / 10 secs | 0 - 1 |
| > 13 secs | 13 secs | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time Taken to Restore File from Back-up | **R13** |
|---|---|

## Definition:

The performance at restoring a file from the standard back-up storage. The file typesto which this PI applies are:.

- Data and Application files for relational databases
- Any files held in a directory specified by the AUTHORITY as requiring specific back-up storage

This PI measures the time it takes for a sample of files to be restored following a request. This measurement does not apply to data held in a Local Compartment.

## Calculation:

$$\frac{\sum_{i=1}^{n} Time\ To\ Re\,store_i}{n}$$

| | |
|---|---|
| Time to Restore | The time taken (in Working Hours) during Scheduled Hours (Operational Support) to successfully restore a file from the standard back-up storage. |
| I | A request to restore a file by a User. |
| N | The total number of User requests for files to be restored. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of Service Desk logs |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 4 hours | 0 hours | 0 | 0 |
| 16 hours | 4 hours | (Actual Service Level – 4 hours) / 12 hours | 0 - 1 |
| > 16 hours | 16 hours | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Time to Provide, Install, Move or Remove Small Quantities of Equipment to Site (No Infrastructure Work Required) | **R14-1** |
|---|---|

Definition:

The performance at fulfilling the AUTHORITY's requests, measured as the average time to fulfil requests (for provision, or provision and Installation, or moves and/or removals) within the calendar month.

Except as otherwise agreed, the target Service Level '*t*' for this PI is 3 days or less. For this PI, small quantities of Equipment are defined as a bundle of 5 or fewer Workstations or peripherals.

Calculation:

$$\frac{\sum_{i=1}^{n} Time\ To\ Completion_i}{n}$$

| | |
|---|---|
| Time to Completion | The total time taken (in Working Days) to fulfil |
| I | A request |
| N | The total number of requests |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of Service Desk logs |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| *t* days | 0 days | 0 | 0 |
| *t* + 7 days | *t* days | (Actual Service Level – *t* days) / 7 days | 0 - 1 |
| > *t* + 7 days | *t* + 7 days | 1 | 1 |

End-User Service Weighting

N/A

Notes

| Time to Provide, Install, Move or Remove Small Quantities of Equipment to Site (Infrastructure Work Required) | **R14-2** |
|---|---|

## Definition:

The performance at fulfilling the AUTHORITY's requests, measured as the average time to fulfil requests (for provision, or provision and Installation, or moves and/or removals) where Infrastructure work is required, within the calendar month. Examples of Infrastructure work include LAN/WAN upgrades/Installations.

For this PI, small quantities of Equipment are defined as a bundle of 5 or fewer Workstations or peripherals.

The target Service Level '*t*' for this PI is 25 days or less, except as follows.

Where a LAN or WAN upgrade is required an assessment shall be done in accordance with the procedure set out in performance indicator P7, and for such changes, where the quoted lead-time is greater than 25 days, the applicable Service Level shall be the quoted lead-time.

## Calculation:

$$\frac{\sum_{i=1}^{n} Time\ To\ Completion_i}{n}$$

| | |
|---|---|
| Time to Completion | The total time taken (in Working Days) to fulfil |
| i | A request |
| n | The total number of requests |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of, Service Desk logs |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| *t* days | 0 days | 0 | 0 |
| *t* + 25days | *t* days | (Actual Service Level – *t* days) / 25 days | 0 - 1 |
| > *t* + 25 | *t* + *25* days | 1 | 1 |

## End-User Service Weighting

N/A

## Notes

| Office Automation Performance | **R15** |
|---|---|

## Definition:

The end-to-end performance of Office Automation tools and Services during Scheduled Hours (Operational Support), between the agreed demarcation points.

The KPI measures the average response times (in seconds) of Office Automation tools and Services in performing predefined standard transactions.

## Calculation:

$$\frac{\sum_{i=1}^{n} Transaction\ Times_i}{n}$$

| | |
|---|---|
| Transaction Times | The time to complete a predefined transaction (in seconds). |
| I | A random test implemented during the calendar month. |
| N | The total number of random tests implemented during the calendar month. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs (Location level); and<br>• random sampling (as a proxy measure of all Office Automation tools and Services, sample response times of word processors will be used).<br>during Scheduled Hours (Operational Support) |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| L1 secs | 0 secs | 0 | 0 |
| L2 secs | L1 secs | (Actual Service Level - L1) / (L2-L1) | 0 - 1 |

## End-User Service Weighting

Performance: Office Automation: 100%

## Notes

The benchmarks (L1 and L2) shall be measured and agreed under Change Control

When performance levels exceed the benchmark by 300 to 10 (depending on benchmarks) then the System is deemed unavailable.

| ASP Application Performance | **R16** |
|---|---|

## Definition:

The performance of ASP Applications, measured as the transit time between the agreed demarcation points , , excluding Application response time.

## Calculation:

$$\frac{\sum_{i=1}^{n} Transit\ Times_i}{n}$$

| | |
|---|---|
| Transit Times | The time to complete a predefined transaction less the response time of the Application measured at the demarcation point (in seconds). |
| i | A random test implemented during the calendar month. |
| n | The total number of random tests implemented during the calendar month. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs (Location level)<br>• random sampling<br>during Scheduled Hours (Operational Support) |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| L1 secs | 0 secs | 0 | 0 |
| L2 secs | L1 secs | (Actual Service Level - L1) / (L2-L1) | 0 - 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| L1 secs | 0 secs | 0 | 0 |
| L2 secs | L1 secs | (Actual Service Level - L1) / (L2-L1) | 0 - 1 |

## End-User Service Weighting

Performance: ASP Applications: 100%

## Notes

This KPI is applicable to all Applications of the type ‘ASP’ as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications using the values for L1 and L2 that are specified in Schedule 10 (Locations, Assets and Volumes) Annex D.

| Hosted Application Performance | **R17** |
|---|---|

## Definition:

The performance of Hosted Applications, measured as the transit time between the agreed demarcation points, excluding Application response time.

## Calculation:

$$\frac{\sum_{i=1}^{n} Transit\ Times_i}{n}$$

| | |
|---|---|
| Transit Times | The time to complete a predefined transaction less the response time of the Application measured at the demarcation point (in seconds). |
| i | A random test implemented during the calendar month. |
| n | The total number of random tests implemented during the calendar month. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs (Location level)<br>• random sampling<br>during Scheduled Hours (Operational Support) |
| Coverage | The KPI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| L1 secs | 0 secs | 0 | 0 |
| L2 secs | L1 secs | (Actual Service Level - L1) / (L2-L1) | 0 - 1 |

## End-User Service Weighting

Performance: Hosted Applications: 100%

## Notes

This KPI is applicable to all Applications of the type 'Hosted' as defined in Schedule 10 (Locations, Assets and Volumes) Annex D. The KPI will be calculated separately for all these Applications using the values for L1 and L2 that are specified in Schedule 10 (Locations, Assets and Volumes) Annex D.

| Time to Implement a Remote Configuration Change | **R18** |
|---|---|

## Definition:

The performance of the Service Desk in resolving service requests that can be fulfilled by remote configuration of Systems.

For the purposes of this PI, remote configuration changes include, but are not limited to:

- password resets;
- access to file System changes; and
- Application access changes, following receipt of necessary authorisation.

For this PI, a list of the remote configuration changes to which it applies shall be defined and Maintained in the SCOP.

## Calculation:

$$\frac{\left(\sum_{i=1}^{n} Time\ To\ Implement_i\right)}{n}$$

| | |
|---|---|
| Time to Implement | The time taken (in minutes) to implement a remote configuration change (during the measurement period) after being notified of it. |
| i | An implemented remote configuration change. |
| n | The total number of implemented remote configuration changes. |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of Service Desk logs |
| Coverage | The PI will be measured across all Office Groups in all Regions of the AUTHORITY |

## Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 15 mins | 0 | 0 | 0 |
| 60 mins | 15 mins | (Actual Service Level – 15 mins) / 45 mins | 0 - 0.5 |
| > 60 | 60 | 1 | 0.5 - 1 |

## End-User Service Weighting

N/A

## Notes

| Out of Hours Support Performance | **R19** |
|---|---|

## Definition:

The effectiveness of the Service Desk and support in resolving Severity 1 and 2 Incidents outside of Scheduled Hours (Operational Support)

This PI measures the proportion of Severity 1 and 2 Incidents that are open at the end of a period of Scheduled Hours (Operational Support) and resolved before the commencement of the next such period.

For the purpose of measurement, incidents are excluded where User(s) interaction or site Visit(s) are required but confirmation has been received that they are unable to accommodate due to non-availability outside Core Hours.

## Calculation:

$$\frac{Number\ Resolved}{Number\ of\ Incidents}$$

| | |
|---|---|
| Number Resolved | The total number of Severity 1 and 2 Incidents raised during a period of Scheduled Hours (Operational Support) and remaining unresolved at the end of that period which are resolved before the commencement of the next such period (during the calendar month). |
| Number of Incidents | The total number of Severity 1 and 2 Incidents raised during a period of Scheduled Hours (Operational Support) and remaining unresolved at the end of that period (during the calendar month). |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of:<br>• (proactive) System Monitoring and Management Tools/logs<br>• Service Desk logs. |
| Coverage | Nationally |

## Service Credit Levels and Threshold

| **INTERIM** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.75 | 1 | 0 | 0 |
| 0.4 | 0.75 | (0.75 – Actual Service Level) / 0.35 | 0 - 1 |
| 0 | 0.4 | 1 | 1 |

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 0.9 | 1 | 0 | 0 |

| | | | |
|---|---|---|---|
| 0.6 | 0.9 | (0.9 - Actual Service Level) / 0.3 | 0 - 1 |
| 0 | 0.6 | 1 | 1 |

End-User Service Weighting

N/A

Notes

# Processing Requests for Service

# R20

Definition:

The performance at completing a Request for Service (RFS) against a defined standard for RFS types.

The steps, solely of the responsibility of the PROVIDER, required to complete a RFS, including the timescales to be achieved, are defined in the SCOP. This KPI will measure the performance at meeting those timescales for all RFS.

This KPI excludes all cases where the performance at completing a Request for Service is measured specifically by alternative Performance Indicators.

Calculation:

$$\frac{\sum_{i=1}^{n} SC_i}{SS}$$

| | |
|---|---|
| I | A Request for Service |
| N | The number of Requests for Service that remain incomplete at the beginning of the calendar month, or are opened during the calendar month |
| SC | The total number of completed steps towards the completion of RFS as defined in the SCOP during the calendar month |
| SS | The total number of scheduled steps during the calendar month |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of:<br>(proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 0.8 | 1 | 0 | 0 |
| 0.6 | 0.8 | (0.8 - Actual Service Level) / 0.2 | 0 – 1 |
| 0 | 0.6 | 1 | 1 |

| End-User Service Weighting |
| --- |
| Availability: System Maintenance: 30% |
| Notes |
| |

| Time to Install Anti-Virus Updates | **S1** |
|---|---|

## Definition:

The performance at Installing updates for anti-virus Software, within 2 Working Days following release from the supplier of the A-V Software.

## Calculation:

$$\frac{\sum_{i=1}^{n}\left(Installation\ Date_i - Issue\ Date_i\right)}{n}$$

| | |
|---|---|
| Installation Date | The date of Installation of Software update |
| Issue Date | The date of issue of Software update |
| i | An anti-virus update Installed during the calendar month |
| n | The total number of anti-virus updates Installed during the calendar month |

## Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

## Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 3 days | 0 days | 0 | 0 |
| 20 days | 3 days | (Actual Service Level - 3 days) / 17 days | 0 - 1 |
| > 20 days | 20 days | 1 | 1 |

**FINAL**

| **Actual Service Level** | | **SC Calculation** | **SC Contribution** |
|---|---|---|---|
| **Lower** | **Upper** | | |
| 2 days | 0 days | 0 | 0 |
| 15 days | 2 days | (Actual Service Level - 2 days) / 13 days | 0 - 1 |
| > 15 days | 15 days | 1 | 1 |

## End-User Service Weighting

Performance: System Maintenance: 30%

## Notes

Where an update Installed removes the need to Install other updates, then the Installation date will be deemed the same for all these other updates, e.g. Update version 3 is Installed which includes and supersedes update versions 1 and 2 (which have not been Installed previously) then versions 1 and 2 are deemed to have been Installed on the same day as version 3.

| Time to Implement Selected Countermeasure in Response to a possible Security Breach | **S2** |
|---|---|

Definition:

The performance at implementing a Countermeasure against a Security Breach within target times specified within the Security Policy and Standards agreed between the AUTHORITY and the PROVIDER

Calculation:

$$\sum Countermeasure\ Implemented\ Outside\ Target$$

| | |
|---|---|
| Countermeasure Implemented Outside Target | A Countermeasure implemented outside the target time for the category of Security Breach identified |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The PI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

| **FINAL** | | | |
|---|---|---|---|
| **Actual Service Level** | | | |
| **Lower** | **Upper** | **QSI Calculation** | **QSI** |
| 2 | 0 | (Actual Service Level) / 2 | 0 - 1 |
| >2 | 2 | 1 | 1 |

End-User Service Weighting

N/A

Notes

| Time to Resolve a Security Breach | **S3** |
|---|---|

Definition:

The performance at achieving Resolution of a Security Breach in accordance with the Security Policy and Standards agreed between the AUTHORITY and the PROVIDER.

Calculation:

$$\frac{\sum_{i=1}^{n} Resolution\ Time_i}{n}$$

| | |
|---|---|
| Resolution Time | The time in hours to resolve the Security Breach to the satisfaction of the AUTHORITY. |
| i | An identified Security Breach |
| n | The total number of Security Breaches during the calendar month |

Measurement

| | |
|---|---|
| Period | Monthly |
| Method | The KPI will be measured through the use of (proactive) System Monitoring and Management Tools/logs (Location level) |
| Coverage | Nationally |

Service Credit Levels and Threshold

**INTERIM**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 12 | 0 | 0 | 0 |
| 24 | 12 | 0.25 x (Actual Service Level – 12 hours) / 12 hours | 0 - 0.25 |
| 72 | 24 | 0.25 + 0.75 x [(Actual Service Level – 24 hours) / 48 hours] | 0.75 - 1 |
| > 72 | 72 | 1 | 1 |

**FINAL**

| **Actual Service Level** | | | |
|---|---|---|---|
| **Lower** | **Upper** | **SC Calculation** | **SC Contribution** |
| 12 | 0 | 0 | 0 |
| 24 | 12 | 0.5 x (Actual Service Level – 12 hours) / 12 hours | 0 - 0.5 |
| 72 | 24 | 0.5 + 0.5 x [(Actual Service Level – 24 hours) / 48 hours] | 0.5 - 1 |
| > 72 | 72 | 1 | 1 |

End-User Service Weighting

Performance: System Maintenance: 30%

Notes