

APPENDIX D

DRAFT - Service Levels and Key Performance Indicators

1. The following table sets out the hours of support for each area of service.

AREA	HOURS
Service Desk	The online portal is available 24x7 for staff to log calls <ul style="list-style-type: none"> • Business Hours – Monday to Friday, 08:00 to 18:00, excluding bank holidays.
End User Support	<ul style="list-style-type: none"> • Business Hours – Monday to Friday, 08:00 to 18:00, excluding bank holidays. • Extended Business Hours – Saturday 09:00 to 17:00 limited support for specific teams e.g. Library Service.
Infrastructure Support	<ul style="list-style-type: none"> • Business Hours – Monday to Friday, 08:00 to 18:00, excluding bank holidays. • Emergency Support – 24x7 support for P1 incidents only, telephone service available to limited number of staff e.g. Emergency Duty Team.
Project Management	<ul style="list-style-type: none"> • Business Hours – Monday to Friday, 08:00 to 18:00, excluding bank holidays, however some projects will be delivered outside business hours where necessary.

Service support hours

2. Weekend and out of hours cover is included for Priority 1 calls. Key areas of the business which run services out of normal Monday to Friday office hours are notified of the emergency number to call in the event of P1 incidents.

Definition of Severity and Service Level Agreement			
Priority	Description	Example	Target
P1	An incident that results in a full loss of service or functionality affecting multiple users or whole systems, with critical business impact.	Server down; network down; critical application down; local or wide area connection unavailable; E-mail server is unavailable; virus.	Resolve 95% within 4 working hours
P2	An incident that results in a partial loss of service or functionality with potentially critical business impact and for which there is no immediate workaround solution.	Server down in one area of the office; partial network or server unavailable where alternate functions are available; a critical business function with	Resolve 95% within 8 working hours

Definition of Severity and Service Level Agreement			
Priority	Description	Example	Target
		tight deadlines incapable of being met; a critical PC or peripheral device is unavailable.	
P3	An incident that results in a partial loss of service or functionality with no immediate critical business impact and for which a workaround is available.	A non-critical printer or PC is not working but an alternative is temporarily available; the business system functionality is impaired but is not critical.	Resolve 80% within 2 working days
P4	Standard (Catalogue) Service request	Request for standard service or catalogue item.	80% within SLA for request type.
P5	Managed (ad-hoc) Service request	Request for non-standard service.	Respond to customer within 4 days. Resolve within time agreed with customer.

Incident prioritisation and response standards

DRAFT - Key Performance Indicators

KPI	Service Level Description	Metric/ Measurement	Calculation Definition	Measurement Window	Operating Hours	Service Level
IR-01	Priority 1 Incident Restoration	Time to restore service	Percentage of Priority 1 incidents where service is restored within SLA target of being reported	Monthly	24 x 7	95% within 4 hours.
IR-02	Priority 2 Incident Restoration	Time to restore service	Percentage of Priority 2 incidents where service is restored within SLA target of being reported	Monthly	24 x 7	95% within 8 hours.
IR-03	Priority 3 Incident Restoration	Time to restore service	Percentage of Priority 3 incidents where service is restored within SLA target of being reported	Monthly	As defined in working day	80% within 16 hours 95% within 40 hours
SD-01	First time fix	Percentage of calls fixed first time	Volume of calls fixed first time (i.e. At the service desk) as a percentage of calls recorded as possible to be fixed first time (excluding password resets).	Monthly	As defined in working day	60%
SD-02	User Satisfaction	Evaluate the satisfaction of experience and resolution for requests made to the Service Desk	All closed tickets must be sent a standard agreed satisfaction survey and 85% of those returned must rate the service provided as 'good' or better.	Monthly	Defined in Working Day	85% at 'good' or above for all surveys received
MI-01	Major Incident Report	Production of Major Incident Report following	Percentage of complete Major Incident Reports issued to agreed customer contact within	Monthly	As defined in working day	90%

KPI	Service Level Description	Metric/ Measurement	Calculation Definition	Measurement Window	Operating Hours	Service Level
		service restoration for Priority 1 Incidents	5 working days of service restoration (for Priority 1 incidents)			
E2E-01	Corporate & Critical services	The percentage of time each calendar month during which application is available to be used. Reported per service/application	Total availability as measured by the agreed monitoring tools divided by the total number of hours in the calendar month excluding agreed maintenance downtime. Degraded service counts as unavailability.	Monthly	Defined by the application in the critical applications & services list.	99%
INF-01	Backup	Percentage of backups successfully completed at the agreed frequency	Total number of backups successfully completed daily divided by the total number of backups to be completed in a calendar month	Monthly		98.00%
INF-02	Multiple Backup Failure	Percentage of backups that have failed three times their agreed frequency	Consecutive backup sets that have failed 3 times	Monthly		0.00%
JMB-01	JMB Monthly report	Production of Joint management Board monthly performance report	Produced and published within 10 working days of month end.	Monthly		100%