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Department for Work and Pensions

Contract Change Note	CCN015
Sequential Number	GG:C1412
Title	Schedule 4 Availability Calculation Changes
Number of pages attached	4 in total

WHEREAS the AUTHORITY entered into the Managed Services Agreement (the “Agreement”), the AUTHORITY and the CONTRACTOR now wish to amend the Agreement as follows:

IT IS AGREED that:

With effect from 1st August 2008, the Agreement shall be amended in accordance with this Contract Change Note. Save as herein amended, all other terms and conditions of the Agreement shall remain in full force and effect.

All capitalised terms in this Change Control Note are, unless the context otherwise admits, as defined in the Agreement.

1 Introduction

- 1.1 The SLA for Availability has previously been calculated on a time basis against each of the four core Gateway components. The request has now been received to change this calculation basis to take account of business impact and also include those instances where there is not a total outage but the service is degraded.
- 1.2 There is also a requirement to ensure that any new availability calculation does not adversely disadvantage the Payments Engine which has significantly smaller user numbers.
- 1.3 Schedule 4 (KPIs, Service Levels and Service Credits) and its associated Annexes require to be updated to reflect the split of Payments Engine availability and also to explicitly state the proposed availability calculations.

2 Contract Change

2.1 Schedule 4 – KPIs, Service Levels and Service Credits

- Section 5 – Service Levels.

The table entry for Availability Management will now read:

	Service Product	Definition	Service Level
16	Availability management	<p>Availability of Gateway</p> <p>Production Service 24 x 7 (<i>excl Payment Engine</i>)</p> <p>Production Service 24 x 7 (<i>Payment Engine</i>)</p> <p>Staging Environment 24 x 7</p> <p>Reference Environment 24 x 7</p> <p>ISV Environment 24 x 7</p> <p>Availability measurement for Service Levels only to apply during Standard Working Hours even though the system is monitored 24 x 7. This applies for every environment except Production which applies 24 x 7</p> <p>Within any Service Level agreed downtime and any period of Clock Stop is excluded from measurement.</p>	<p>99.99%</p> <p>99.99%</p> <p>99%</p> <p>99%</p> <p>99%</p>

The following new sections will be added:

5.1 Availability (excluding Payment Engine) Calculation

$$\text{Availability} = \frac{(\text{TM} - \text{OTM}) + (\text{AM} - \text{OAM}) + (\text{RM} - \text{ORM})}{\text{TM} + \text{AM} + \text{RM}} \times 100$$

Where:

TM	Transaction Minutes Number of submissions in period multiplied by minutes in period. Taken from Submissions Workbook figures in Service Reporting Pack
OTM	Outage Transaction Minutes Projected number of submissions during outage multiplied by number of outage minutes, plus projected number of submissions lost during period of intermittent degradation of service multiplied by number of degradation minutes. Taken from agreed RCA document
AM	Authentication Minutes Number of authentications in period multiplied by minutes in period. Taken from Authentications Workbook figures in Service Reporting Pack
OAM	Outage Authentication Minutes Projected number of authentications during outage multiplied by number of outage minutes, plus projected number of authentications lost during period of intermittent degradation of service multiplied by number of degradation minutes. Taken from agreed RCA document
RM	Registration Minutes Number of enrolments in period multiplied by minutes in period. Taken from Enrolments Workbook figures in Service Reporting Pack
ORM	Outage Registration Minutes Projected number of enrolments during outage multiplied by number of outage minutes, plus projected number of enrolments lost during period of intermittent degradation of service multiplied by number of degradation minutes. Taken from agreed RCA document

5.2 Availability (Payment Engine) Calculation

$$\text{Availability} = \frac{(\text{PM} - \text{OPM})}{\text{PM}} \times 100$$

Where:

PM	Payment Minutes Number of payments in period multiplied by minutes in period. Taken from Payment Workbook figures in Service Reporting Pack
OTM	Outage Payment Minutes Projected number of payments during outage multiplied by number of outage minutes, plus projected number of payments lost during period of intermittent degradation of service multiplied by number of degradation minutes. Taken from agreed RCA document

2.2 Schedule 4 Annex A: Service Levels

The table entry for Availability Management will now read:

Service Elements	No.	Service Level Component	Details	Service Credits Applied (Y/N)	Service Credit Category	Measurement Period	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score
D. Availability Management	D1	Availability of Gateway	Production Service (excl Payment Engine) 24 x 7 (99.99%)	Y	A / B	Monthly	All percentage targets met	5	3	15	15
			Production Service (Payment Engine) 24 x 7 (99.99%)								
			Staging Environment 24 x 7 (99%)								
			Reference Environment 24 x 7 (99%)								
			Note : Availability measurement for Service Levels only to apply during Standard Working Hours even though the system is monitored 24 x 7. This applies for every environment except Production which applies 24 x 7. Within any Service Level agreed downtime	Y	B	Monthly	Production Payment Engine not met	4	3		
				Y	B	Monthly	Staging, Reference or ISV not met	3	3		
				Y	A	Monthly	Production (excl Payment Engine)not met	0	3		

Signed for and on behalf of the CONTRACTOR

By

Name

Title

Date

Signed for and on behalf of the AUTHORITY

By

Name

Title

Date