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Over time it may become out of date.**

Department for Work and Pensions

SCHEDULE 4 ANNEX A: Service Levels

Service Elements	No.	Service Level Component	Details	Credits Applied (Y/N)	Service Credit Category	Measurement Period	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score
D. Availability Management	D2	Availability of EAS	User Authentication Service (99.99%) Registration Authority System (see Note *) Attribute Storage Service (99.99%) <i>* Note Service Availability target of 80% overall and 95% during Standard Working Day</i>	N	N/A	Monthly					