We released this document in response to a Freedom of Information request. Over time it may become out of date.

SCHEDULE 4 ANNEX A: Service Levels

Measurement Period:

Date Compiled:

Compiled by:

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
A. Incident Management	A1	P1/P2 Incidents	No P1 Incidents per month	Y	B	Monthly					30
							0	6	5	30	
							1	3	5		
							>1	0	5		
			No more than 2 P2 Incidents per month	Y	B	Monthly					20
							0 or 1	5	4	20	
							2	3	4		
							3	2	4		
							4	1	4		
							>4	0	4		
	A2	Incident resolution	All Incidents raised to be resolved as follows: Priority/Severity 1 Incident - 4 hours (98%) Priority/Severity 2 Incident - 6 hours (95%)	Y	B	Monthly					15
			Priority/Severity 3 Incident - 3 Standard Working Days (95%) Priority/Severity 4 Incident - 7 Standard Working Days (95%)			Quarterly					
							All 4 percentage targets met	5	3	15	
							Sev 1, 2 & 3 percentage targets met	4	3		
							Sev 1 and 2 targets met	3	3		
							Sev 1 targets met	2	3		
							Sev 1 targets not met	0	0		
	A3	Incident Management	All incidents to be assigned a severity level (100%)	N	N/A	Monthly					
	A4	Incident Management Control	A management owner to be assigned to incidents in line with agreed procedure (100%)	N	N/A	Monthly					
			All incidents to be escalated in line with call severity (100%)	N	N/A	Monthly					
B. Problem Management	B1	Problem Management	At least 90% of Problems closed during the period, arising from P1 or P2 Incidents, will have Root Cause identified and documented in problem ticket.	Y	C	Monthly					3
							> or = 90%	3	1	3	
							< 90%	0	1		
	B2	Problem Management	75% of problems outstanding for 30 or more days will have Root Cause identified in the problem ticket	N	N/A	Monthly					
	B3	Introduced Faults	Percentage of problems raised in the quarter are caused by the implementation of RFC's (5%)	N	N/A	Monthly					
	B4	Repeat Problems	Percentage of problems raised in the quarter are repeat problems (5%)	N	N/A	Monthly					
	B5	Closure	Priority/Severity 3 Problems - or as mutually agreed - Next Release (95%)	N	N/A	Monthly					
	B6	Closure	Priority/Severity 4 Problems - or as mutually agreed - Next Release (95%)	N	N/A	Monthly					
C. Change Management	C1	Change Management	Agreed Change Impact Assessments to be completed within timescales listed in Schedule 24. (90%)	Y	C	Monthly					5
							> or = 90%	5	1	5	
							85% to 90%	2	1		
							Less than 85%	0	1		

C2	Change Management	Percentage of Production changes not backed out (95% measured over quarterly period) *Where a release is backed out, containing multiple changes, only those changes that are backed out to be counted separately when calculating percentage*	**Y**	**B**	**Quarterly**						**3**
						> or = 95%	3	1	3		
						90% to 95%	1	1			
						less than 90%	0	1			
C3	Change Management	All changes to be authorised as per procedure prior to implementation	**N**	**N/A**	**Monthly**						
C4	Change Logging	All changes to be logged in the change management system and assigned a priority level	**N**	**N/A**	**Monthly**						

Category	ID	Area	Description	Y/N	Priority	Frequency	Measure				
D. Availability Management	D1	Availability of Gateway	Production Service 24 x 7 (99.99%) Staging Environment 24 x 7 (99%) Reference Environment 24 x 7 (99%) ISV Environment 24 x 7 (99%)	**Y**	**A**	**Monthly**					
			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 and any period of Clock Stop is excluded from measurement.				All 4 percentage targets met	5	3	15	**15**
					B		Staging, Reference or ISV not met	3	3		
							Production not met	0	3		
F. Release Management	E1	Release Management	Scheduled down time periods due to releases not to exceed the number defined in the release strategy (90%)	**Y**	**B**	**Monthly**					
							Met	3	1	3	**3**
							Not met	0	1		
	E2	Release Management	Number of releases not backed out	**N**	**N/A**	**Annually**					
	E3	Release Management	Releases will not impact Services other than those scheduled to be amended in release documentation, this will be timebound by the next Release	**N**	**N/A**	**Annually**					
G.Capacity Management	F1	Capacity Management	Percentage of P1 and P2 incidents arising from capacity problems not to exceed	**Y**	**B**	**Quarterly**					
							0	3	1	3	**3**
							1	1			
							>1	0			
H. Service Builds	H1	Service Builds	Accept up to 4 baselined QP's per business week including any resubmitted QP's	**Y**	**C**	**Monthly**					
							Met	1	3	3	**3**
							Not met	0	3		
	H2	Service Builds	Within 10 working days of agreeing baselined QP (or as otherwise mutually agreed with the AUTHORITY) service build must be developed, tested and available for deployment to the agreed environment	**Y**	**C**	**Monthly**					
							> or = 90%	1	1	1	**3**
							< 90%	0	1		
	H3	Service Builds	Within 2 Working Days of request by AUTHORITY's Customer provide technical support, advice and assistance to the AUTHORITY's Customer during the Service Build life cycle	**Y**	**C**	**Monthly**					
							> or = 90%	3	1	3	**3**
							< 90%	1	1		
	H4	Service Builds	Baselined QP to be agreed with AUTHORITY and AUTHORITY's Customer within 24 hours or the next Standard Working Day after clarification of all outstanding queries	**N**	**N/A**	**Monthly**					
	H5	Service Builds	Post Implementation Review performed within 1 month of service build deployed to production	**N**	**N/A**	**Monthly**					
	H6	Service Builds	Manage the deployment of 16 service builds per week, limited to a maximum of 4 in any one day.	**N**	**N/A**	**Monthly**					
	H7	Service Build Test	Service build performed in accordance with agreed project plan	**Y**	**C**	**Monthly**					
							100%	3	1	3	**3**
							< 100%	1	1		
I.Performance Management	I1	Performance Management	Gateway response times to be defined and included at later date	**Y**	**B**	**TBC**					
							TBC	TBC	TBC	20	**20**

Category	ID	Service Area	Description								
J. Operations & Security	J1	Operations and Security	Virus protection software to be updated daily unless otherwise agreed with the AUTHORITY	N	N/A	Monthly					
	J2	Operations and Security	Security patches to be applied within timescales determined by their criticality. Critical patches to be applied within 12 hours unless otherwise agreed with the AUTHORITY. *Due to insufficient time to test, the CONTRACTOR shall not be responsible for Incidents caused by the application of such patches.*	N	N/A	Monthly					
	J3	Operations and Security	UNIRAS monitoring to be carried out daily as per agreed procedures. Analysis and recommendation to be complete within 1 Standard Working Day	N	N/A	Monthly					
	J4	Operations and Security	All security incidents to be reported inline with UNIRAS timescales and approach	N	N/A	Monthly					
	J5	Operations and Security	Security logs and CCTV footage (where applicable) to be supplied within 4 Standard Working Hours of request	N	N/A	Annually					
	J6	Operations Management	Data restoration requests received from the NOC staff to be successfully completed within 2 hours of receipt of media + agreed restore time	N	N/A	Quarterly					
K. Service Desk	K1	Service Desk Call Management	All Incidents logged with the Service Desk and not fixed at first line, to be assigned to second level support within the following timescales: Severity 1 within 10 minutes (24x 7) (98%) Severity 2 within 15 minutes (24 x 7) (98%) Severity 3 within 1 hour (8x5) (95%) Severity 4 within 2 hours (8x5) (95%)	Y	C	Monthly					
							All 4 percentage targets met	5	1	5	**5**
							Sev 1 & 2 percentage targets met	3	1		
							Sev 1 percentage targets met	2	1		
							Sev 1 targets not met	0	1		
	K2	Service Desk Call Management	Callers to be updated with incident/problem progress inline with agreed timescales for call severity:	Y	C	Monthly					
			Severity 1: 1st update - on receipt Severity 1: 2nd update - 30 minutes Severity 1: 3rd update - 60 minutes Subsequant updates every 60 minutes				No failures	4	1	4	**4**
							1 or more failures	0	1		
			Severity 2: 1st update - on receipt Severity 2: 2nd update - 90 minutes Severity 2: 3rd update - 3 hours Severity 2: 4th update - 5 hours				No failures	3	1	3	
							1 failure	1	1		**1**
							2 or more failures	0	1		
			Severity 3: 1st update - 5 standard working hours Severity 3: 2nd update - 12 standard working hours				No failures	2	1	2	**2**
							1 failure or greater	1	1		
			Severity 4: 1st update - 3 standard working days Severity 4: 2nd update - 5 standard working days				No failures	1	1	1	**1**
							1 failure or greater	0	1		
	K3	Call Logging	Calls via telephone to be acknowledged within 20 seconds (90%)	N	N/A	Monthly					
	K4	Call Logging	Calls received via e:mail to be acknowledged within 3 * Service Hours	N	N/A	Monthly					
	K5	Availability of Service Desk	Abondoned calls (lasting longer than 20 seconds) will not exceed 2% of total calls	N	N/A	Monthly					
	K6	Customer Satisfaction Rating	Measure of satisfaction of Customers to achieve level 3 (satisfied) or greater when measured over a 3 month period	N	N/A	Monthly					

		K7	Call closure	All calls to be closed within 2 Standard Working Days of receiving callers agreement that the call is resolved or after 2 weeks where call is assigned out and notified to caller as call closed and no response is received	N	N/A	Monthly				
		K8	Call closure	All Incidents and Service Requests to be closed using agreed method of closure and with valid call closure code	N	N/A	Monthly				
		K9	Incident Resolution	Incidents and service requests to the service desk resolved without assignment to second lin support (10%)	N	N/A	Monthly				

								Met/Not Met				
L. Asset Management	L1	Asset Management	All new Assets deployed to be tagged and recorded on the CMDB within 24 hours of deployment.	N	N/A	Quarterly						
M. Pre Sales Engagement	M1	Pre Sales Engagement	Within 3 Working Days of request by the AUTHORITY provide Government Gateway expertise to review proposed AUTHORITY's customer service design	N	N/A	Monthly						
N. Vanilla Gateway (VMG) Environment	N1	VMG	Within 5 Standard Working Days of receipt of request 'vanilla' VM gateway shipped to customer	N	N/A	Monthly						
O. Service Level Reporting	O1	Incident Report Publication	Written Incidents reports to be sent to the AUTHORITY for all P1 & P2 incidents, within 5 working days of resolution.	N	N/A	Monthly						
	O2	Monthly Reporting	Monthly reports to be sent to the AUTHORITY by the 8th calendar day of the following month, (or the next working day after the 8th calendar day if the 8th calendar day is a non working day), in line with 6.1 of Schedule 2 (Services).	N	N/A	Monthly						
P. Gateway letter printing	P1	Gateway letter printing	Print capacity (normal processing) - Completed outputs of 13,500 items per 8 hour shift	Y	C	Monthly	Met	1	1	1		1
							Not Met	0	1			
	P2	Gateway letter printing	Print capacity (peak processing) - Completed outputs of 50,000 items in a 24 hour period where minimum 1 month notice is provided by the AUTHORITY	N	N/A	Monthly						
	P3	Gateway letter printing	Print output quality - print output quality in each calendar month (as measured by zero incidents for print output quality)	Y	C	Monthly	Met	1	1	1		1
							Not Met	0	1			
Q. Gateway letter delivery	Q1	Gateway letter delivery	On-time Mailing collection - Mailing collected from Mailing Location within +1 hour of agreed collection time	Y	C	Monthly	Met	1	1	1		1
							Not Met	0	1			
	Q2	Gateway letter delivery	On-time Mailing delivery to Royal Mail delivery office: Mailing delivered to Royal Mail within allocated delivery window	Y	C	Monthly	Met	1	1	1		1
							Not Met	0	1			
							Amount of MSP Service Credits Due (if any)					**0**

Model for Service Credits

Weighted score	Category A	Weighted score	Category B	Weighted score	Category C
0-32	20%	0-29	13%	0-24	10%
33-37	**19%**	**30-43**	**12%**	**25-49**	**7%**
38-41	18%	44-50	11%	50-85	5%
42-46	**17%**	**51-56**	**10%**	**86-101**	**3%**
47-51	16%	57-61	9%	112-132	2%
52-56	**14%**	**62-65**	**8%**	**133-146**	**0%**
57-63	12%	66-79	7%		
64-69	**11%**	**80-101**	**6%**		
70-79	**10%**	102-122	5%		
80-91	9%	**123-131**	**4%**		
92-100	**8%**	132-135	3%		
101-115	7%	**136-146**	**0%**		
	5%				

146	0%	

Category A

This scale would be used exclusively if the service credit period includes a failure to hit the primary Service Level on availability.

Availability is the blue chip Service Level.

The reasoning behind this is to that the contract is to buy a first-class service resourced for 24x7 operations,

and therefore service credits as an adjustment of price needs to be sterner in circumstances where this is not achieved.

Category B

This scale would be used exclusively if the service credit period has not resulted in a failure against primary

Service Levels but includes failure to hit secondary Service Levels. A secondary Service Level is Incidents P1 and P2.

Category C

This scale would be used exclusively if the service credit period has not resulted in failures against

any of the primary and secondary but includes minor Service Levels. A minor Service Level is response times to telephone calls.