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 Over time it may become out of date.

Department for Work and Pensions

Service Elements D. Availability	Service Level Component Availability of Gateway	Details Production Service (excl BT) 24 x 7 (99.99%)	Service Credits Applied (Y/N) Y	Service Credit Category A	Measurement Period Monthly	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score
Management		BT Strong Authentication (99.95%) Staging Environment 24 x 7 (99%) Reference Environment 24 x 7 (99%) ISV Environment 24 x 7 (99%)								
		Note : Availability measurement for Service Levels only to apply during Standard Working				All 5 percentage targets met	5	3	15	15
		Hours even though the system is monitored 24 $x$		В		All targets except BT met	4	3		
		7. This applies for every environment except		В		All targets except Staging, Reference or ISV met	3	3		
		Production which applies 24 x 7. Within any		В		BT and Staging, Reference or ISV not met	2	3		
		Service Level agreed downtime and any period of Clock Stop is excluded from measurement. SLA breach on the strong authentication service attributable to the BT service element shall be exempt from all service levels and associated credit regime.		A		Production not met	0	3		