

# SLA Performance (1/2)

April 2025

Service Level	RAG status	Commentary
Email Time Lklivery		<div><div><div>Overall Tratsaction Targets (Measured Monthly and Daily) delivered within 1 minute or less</div><div>95.0% Of transactions delivered Within minutes or kss</div><div>99.8% of transactions delivered within 30 minutes less</div></div><div><div>Monthly Actuas</div><div>Email *Nice maibox to externa gateway: pass</div><div>External gateway to email service mailbox: pass</div></div><div><div>Daily Actuals</div><div>Email seruce to external gateway</div><div>60 seconds target 90.00%, 0 days failed.</div><div>180 seconds, target 950%, 0 days failed.</div><div>1800 secmds, target 99.80%, 0 days filed.</div></div><div><div>External gateway to emau service nuilbox</div><div>z 60 secmds, target 900%, 0 days failed.</div><div>180 seconds, target 950%, 0 days failed.</div><div>seconds target 9980%, 0 Days failed</div></div></div>
Call An*ver mes		<div><div>Target: G median werage of 30 *conds_</div><div>Actual: 90% mediul aver# of 10.77</div><div>The mswered all calE "thin the required Service Levels. 7,977 calE were received during the month.</div></div>

Fist Fix		Target: F65% Actual: 72.07%  The service Desk met the First Time Fix SLA target.
Reglutim		O prowenu during this rept%ting within SLA.

# SLA Performance (2/2)

April 2025

Service Level	RAG status	Co m mentar•/
Support Response Times	<div><div></div></div> Green	10.00% <= 30 twminutes and 99.00% 120 twminutes. Actual: minutes 99.98% 120 minutes. 15,503 emails were received during the nmonth.
Incident Resolution	<div><div></div></div> Green	Target: 0% failure rate Actual: 0.W% failure rate 0 incidents SLA durhg this reporthg perOd.
Avalabilty	<div><div>Green</div></div>	Target: Avadability Actual: 100% on Portal, 100% on Gateway  No unplmned downtime the reporting period.

App kation Response		<p>Over*' Targets (Measured Monthly and Hourly) 90% of transætio ns co mplete with in 5 seconds of transactions complete within 10 seconds</p> <p>99% of transætio ns co mp with in 15 ds</p> <p>Monthly Actu*s</p> <ul style="list-style-type: none"><li>▪ Convlete Logon to Fail — Service Point adjustment applied due to the 5 nd measurement consistently failing as a result of the new functionaity introduced within the release. This functionality has introduced additOnal checks at log"I regarding CoreVÉw redirection where organisation hue migated.</li><li>▪ IJnI«k &amp; Password: Pass</li><li>▪ Authenticate user: Fail — SLA performance treach 170%.</li></ul> <p>Hwrly Actu*s</p> <p>Convlete Logon to Failure Rate (795 failures out of 2160 measures)</p> <p>IJnI«k &amp; Password: 3.41% Failure Rate (15 failures out of 2160 measures)</p> <ul style="list-style-type: none"><li>▪ Authenticate User: 8.70% Failure Rate (188 failures out of 2160 measures)</li></ul>
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