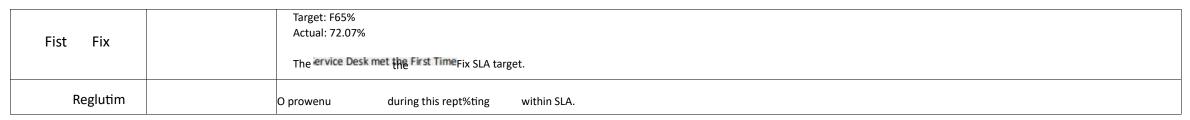
## SLA Performance (1/2)

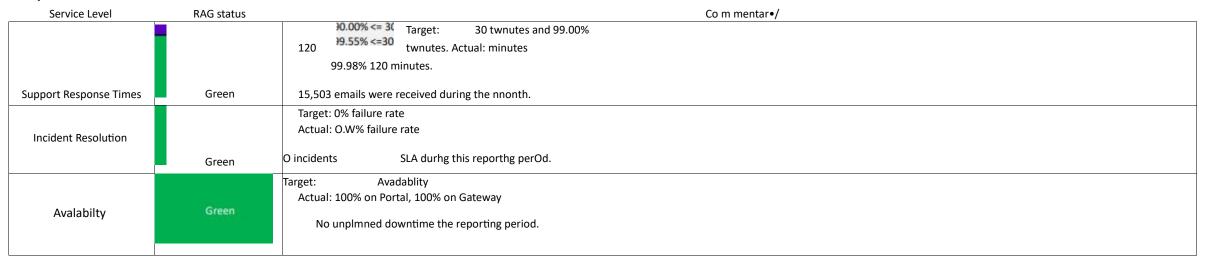
## April 2025

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



## SLA Performance (2/2)

## April 2025



	Over*' Targets (Measured Monthly and Hourly) 90% of transætio ns co mplete with in 5 seconds of transactions complete within 10 seconds
	99% of transætio ns co mp with in 15 ds
	Monthly Actu*s
	<ul> <li>Convlete Logon to Fail — Service Point adjustment applied due to the 5 nd measurement consistently failing as a result of the new functionality introduced within the release. This functionality has introduced additOnal checks at log"l regarding CoreVÉw redirection where organisation hue migated.</li> <li>IJnl«k &amp; Password: Pass</li> <li>Authenticate user: Fail — SLA performance treach 170%.</li> </ul>
	Hwrly Actu*s
	Convlete Logon to Failure Rate (795 failures out of 2160 measures)  IJnl«k & Password: 3.41% Failure Rate (15 failures out of 2160 measures)  Authenticate User: 8.70% Failure Rate (188 failures out of 2160 measures)
App kation Response	