SLA Performance (1/2)

February 2022

Service Level	RAG Status	Commentary
Email Delivery Time	Green	Overall Transaction Targets (Measured Monthly and Daily) • 99.4% of transactions delivered within 1 minute or less • 99.7% of transactions delivered within 3 minutes or less • 99.9% of transactions delivered within 30 minutes Monthly Actuals • Email service mailbox to external gateway: Pass • External gateway to email service mailbox: Pass Daily Actuals • Email service mailbox to external gateway: Pass • External gateway to email service mailbox: Fail
Call Answer Times	Green	Target: 90% <= median average of 30 seconds. Actual: 90% <= median average of 6.20 seconds. The Service Desk answered all calls within the required Service Levels. 8567 calls were received during the month.
First Time Fix	Green	Target: >=65% Actual: 75.44% The Service Desk met the First Time Fix SLA target.
Problem Resolution	Green	4 problems resolved during this reporting period within SLA.

SLA Performance (2/2)
February 2022

Service Level	RAG Status	Commentary
Support Response Times	Green	Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 98.23% <=30 minutes and 99.96% <= 120 minutes. 14,068 emails were received during the month.
Incident Resolution	Amber	Target: 0% failure rate Actual: 0.01% failure rate 1 incidents breached SLA during this reporting period
Availability	Green	Target: >=99.9% Availability Actual: 100% on Portal, 100% on Gateway No downtime incurred for the reporting period.
Application Response Times	Amber	Overall Transaction Targets (Measured Monthly and Hourly) • 90% of transactions complete within 5 seconds • 95% of transactions complete within 10 seconds • 99% of transactions complete within 15 seconds Monthly Actuals • Complete Logon to Service: Pass • Unlock & Reset Password: Pass • Authenticate User: Fail Hourly Actuals • Complete Logon to Service 2.18% Failure Rate (80 failures out of 2016 measures) • Unlock & Reset Password: 4.41% Failure Rate (89 failures out of 2016 measures) • Authenticate User: 12.69% Failure Rate (256 failures out of 2016 measures)