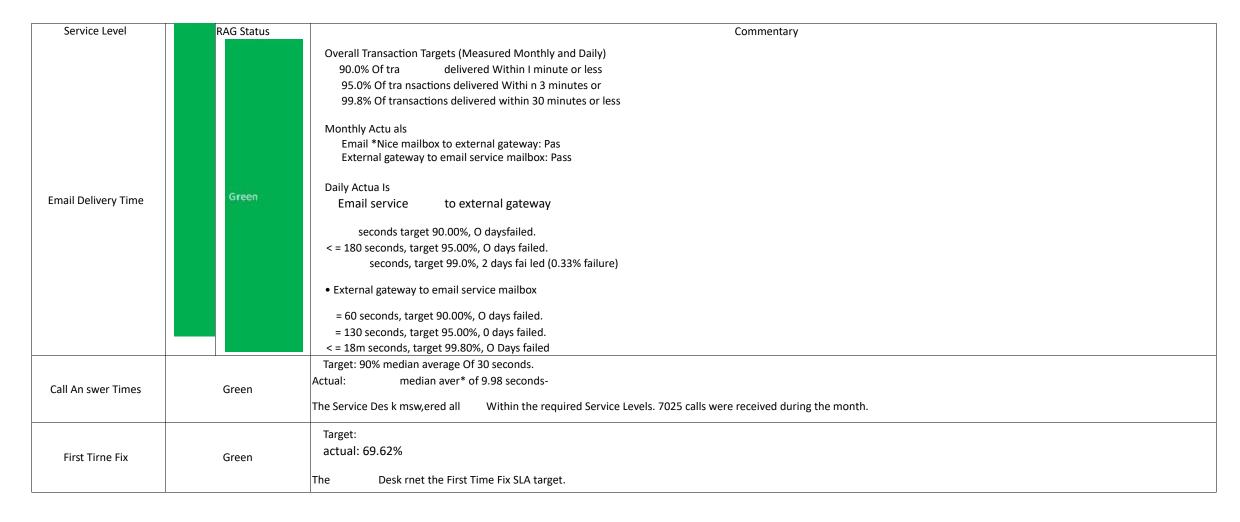
SLA Performance (1/2)

June 2025



Problem Re") lution	Green	O problems resolved during this reporting period Withi n SLA.
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SLA Performance (2/2)

June 2025

Service Level	RAG Status	Commentary
Support esponse	Green	Target: 90.00% 30 minutes and 99.00% 120 minutes. Actual: minutes and 99.97% 120 minutes.
Tirnes		13,908 emails were received during the month.
		Target: 0% failure rate
Incident Resolution	Green	Actual: 0.01% failure rate
		I incident (Of 7462 Closed) breached SLA during this reporting period.
		Target: Availability
	Green	Actual: 100% on Portal, 100% on Gateway
Availability		NO unplanned downtime for the reporting period.

		Overall Transction Targets (Measured Monthly and Hourly)
		90% of transactions complete Within S seconds
		95% of transactions complete Within 10 seconds
		99% of transactions compete Within 15 seconds
		Monthly Actuals
		Complete Logon to Service: Fail —Service Point adjustment applied due to the S second measurement consistently faiing a result Of the new functionality introduced Within the Riley release. This functionality has introduced additional checks at login regarding CoreView redirection where organisation havernigrated. This is agreed With NHS England as part Of the coexistence for the NHS. net Connect servke Unlock & Reset Password Pass Authenticate user: Pass
		Hourly Actuals
		Complete Logon to Service.29.07% Failure Rate (628 failures out Of 2160 measures)
		Unlock & Reset Password 3.00% Failure Rate (65 failures out Of 2160 measures)
		Authenticate user: 3.70% Failure Rate (145 failures out Of 2160 measures)
		Nutricitionic user. 5.7070 ratione frace (273 rationes out of 2100 measures)
Application Response TirrEs	Amber	