

SLA Performance (1/2)

June 2025

Service Level		RAG Status	Commentary
Email Delivery Time		Green	<p>Overall Transaction Targets (Measured Monthly and Daily)</p> <p>90.0% Of tra delivered Within 1 minute or less</p> <p>95.0% Of tra nsactions delivered Withi n 3 minutes or</p> <p>99.8% Of transactions delivered within 30 minutes or less</p> <p>Monthly Actu als</p> <p>Email *Nice mailbox to external gateway: Pas</p> <p>External gateway to email service mailbox: Pass</p> <p>Daily Actua ls</p> <p>Email service to external gateway</p> <p>seconds target 90.00%, O daysfailed.</p> <p>< = 180 seconds, target 95.00%, O days failed.</p> <p>seconds, target 99.0%, 2 days fai led (0.33% failure)</p> <p>• External gateway to email service mailbox</p> <p>= 60 seconds, target 90.00%, O days failed.</p> <p>= 130 seconds, target 95.00%, 0 days failed.</p> <p>< = 18m seconds, target 99.80%, O Days failed</p>
Call An swer Times		Green	<p>Target: 90% median average Of 30 seconds.</p> <p>Actual: median aver* of 9.98 seconds-</p> <p>The Service Des k ms,ered all Within the required Service Levels. 7025 calls were received during the month.</p>
First Tirne Fix		Green	<p>Target:</p> <p>actual: 69.62%</p> <p>The Desk rnet the First Time Fix SLA target.</p>

Problem Resolution	Green	0 problems resolved during this reporting period Within SLA.
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SLA Performance (2/2)

June 2025

Service Level	RAG Status	Commentary
Support Response Times	<div>Green</div>	Target: 90.00% 30 minutes and 99.00% 120 minutes. Actual: minutes and 99.97% 120 minutes. 13,908 emails were received during the month.
Incident Resolution	Green	Target: 0% failure rate Actual: 0.01% failure rate 1 incident (Of 7462 Closed) breached SLA during this reporting period.
Availability	Green	Target: Availability Actual: 100% on Portal, 100% on Gateway NO unplanned downtime for the reporting period.

Application Response TirrEs	Amber	<p>Overall Transction Targets (Measured Monthly and Hourly)</p> <p>90% of transactions complete Within S seconds</p> <p>95% of transactions complete Within 10 seconds</p> <p>99% of transactions compete Within 15 seconds</p> <p>Monthly Actuals</p> <p>Complete Logon to Service: Fail —Service Point adjustment applied due to the S second measurement consistently faing 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 co-existence for the NHS. net Connect servke</p> <p>Unlock & Reset Password Pass Authenticate</p> <p>user: Pass</p> <p>Hourly Actuals</p> <p>Complete Logon to Service.29.07% Failure Rate (628 failures out Of 2160 measures)</p> <p>Unlock & Reset Password 3.00% Failure Rate (65 failures out Of 2160 measures)</p> <p>Authenticate user: 3.70% Failure Rate (145 failures out Of 2160 measures)</p>
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