SLA Performance (1/2)

May 2025

Service Level	RAG Status	Commentary

Email Delivery Time	Green	Overall Transaction Targets (Measured Monthly and Daily)
		  90.0%oftransactionsdelivered within I minute or less
		  95.0% of transactions delivered within 3 minutes or
		  99.8% of transactions delivered within 30 minutes or less
		
		MO nthly Actuals
		
		• Email service maibox to external gateway: Pass
		  External gateway to email service mailbox: Pass
		
		Daily Actuals
		Email ser to external gateway
		
		  60 secmds, target90.00%, 0 days failed.
		  180 seconds, target95.OO%, O days f*led.
		      seconds, target99.80%, O days failed.
		
		External gateway to enuil service nuilbox
		
		  60 seconds, target90.OO%, O days Wed.
		  180 seconds, target95.OO%, O days f*led.
		      seconds, target99.80%, O Days f*led

Call Answer Tines	Green	Target: median average of 30 Actual: medim aver* of 10.77 *conds. The Service Desk answered all calls within the required Service Levels. 7,977 calE were received during the month.

First Time Fix	Green	Target: Actual: 72.24% The Service Desk met the First Time Fix SLA target.
Problem Reglution	Green	O problems resolved during this reporting period within

SLA Performance (2/2)

May 2025

Service Level	RAG status	Commentary
Support Response Times		90.00% <= 30 120 99.32% <=30 Target: 90 minutes and 99.00% minutes. Actual: minutes and 99.91% 120 minutes. 13,908 emails were received during the nunth.
Incident Resolution		Target: 0% failure rate Actual: 0.01% failure rate I incident reached SLA durhg this perbd.
Avalabilty		Target: Avadability Actual: 99.79% on Portal, 100% on Gateway 92 n*ns of unpbnned downtime occurred as part of severity I incident (INC46S38533) raised the 25/05/2025.

		Over*' Targets (Measured Monthly and Hourly) of
		transætio ns co mplete with in 5 seconds of
		transactions complete within 10 seconds
		99% of transætions compete within 15 seconds
		
		Monthly Actu*s
		
		- ConWete Logon to Fail — Service Point adjustment applied due to the 5 second measurement consistently failing as a result of the new functionaity introduced within the releaz This functionality has introduced additOnalchecks at log"l regarding CoreVÉw redirection where organisation have migrated. IJnl«k & Password: Pass
		- Authenticate user: Pass
		
		Hwrly Actu*s
		  Convlete to Failure Rate (620 failures out of 1749 measures)
		  IJnl«k & Password: 1.94% Failure Rate (42 failures out of 2160 measures)
		  Authenticate user: 6.71% Failure Rate (145 failures out of 2160 measures)

App kation Response		