# SLA Performance (1/2)

## July 2025

| Service Level | RAG Status | Commentary |
|---|---|---|
| Email Delivery Time | Green | Overall Transaction Targets (Measured Monthly and Daily)<br>• 90.0% of transactions delivered within 1 minute or less<br>• 95.0% of transactions delivered within 3 minutes or less<br>• 99.8% of transactions delivered within 30 minutes or less<br><br>Monthly Actuals<br>• Email service mailbox to external gateway: Pass<br>• External gateway to email service mailbox: Pass<br><br>Daily Actuals<br>• **Email service mailbox to external gateway**<br><br>< = 60 seconds, target 90.00%, 0 days failed.<br>< = 180 seconds, target 95.00%, 0 days failed.<br>< = 1800 seconds, target 99.80%, 0 days failed<br><br>• **External gateway to email service mailbox**<br><br>< = 60 seconds, target 90.00%, 0 days failed.<br>< = 180 seconds, target 95.00%, 0 days failed.<br>< = 1800 seconds, target 99.80%, 0 Days failed |
| Call Answer Times | Green | Target: 90% <= median average of 30 seconds.<br>Actual: 90% <= median average of 10.00 seconds.<br><br>The Service Desk answered all calls within the required Service Levels. 7771 calls were received during the month. |
| First Time Fix | Green | Target: >=65%<br>Actual: 66.71%<br><br>The Service Desk met the First Time Fix SLA target. |
| Problem Resolution | Green | 0 problems resolved during this reporting period within SLA. |

# SLA Performance (2/2)

## July 2025

| Service Level | RAG Status | Commentary |
|---|---|---|
| Support Response Times | Green | Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes.<br>Actual: 98.98% <=30 minutes and 99.96% <= 120 minutes.<br><br>14,355 emails were received during the month. |
| Incident Resolution | Green | Target: 0% failure rate<br>Actual: 0.01% failure rate<br><br>1 incident (of 6487 Closed) breached SLA during this reporting period. |
| Availability | Green | Target: >=99.9% Availability<br>Actual: 100% on Portal, 100% on Gateway<br>• No unplanned downtime for the reporting period. |
| Application Response Times | Amber | Overall Transaction Targets (Measured Monthly and Hourly)<br>• 90% of transactions complete within 5 seconds<br>• 95% of transactions complete within 10 seconds<br>• 99% of transactions complete within 15 seconds<br><br>Monthly Actuals<br>• Complete Logon to Service: Fail – Service Point adjustment applied due to the 5 second measurement consistently failing as a result of the new functionality introduced within the Riley release. This functionality has introduced additional checks at login regarding CoreView redirection where organisation have migrated. This is agreed with NHS England as part of the co-existence for the NHS.net Connect service<br>• Unlock & Reset Password: Pass<br>• Authenticate User: Pass<br><br>Hourly Actuals<br>• Complete Logon to Service.35.17% Failure Rate (785 failures out of 2232 measures)<br>• Unlock & Reset Password: 1.38% Failure Rate (31 failures out of 2232 measures)<br>• Authenticate User: 2.68% Failure Rate (60 failures out of 2232 measures) |