

SLA Performance (1/2)

September 2025

Service Level	RAG Status	Commentary
Email Delivery Time	Green	<p>Overall Transaction Targets (Measured Monthly and Daily)</p> <ul style="list-style-type: none">• 90.0% of transactions delivered within 1 minute or less• 95.0% of transactions delivered within 3 minutes or less• 99.8% of transactions delivered within 30 minutes or less <p>Monthly Actuals</p> <ul style="list-style-type: none">• Email service mailbox to external gateway: Pass• External gateway to email service mailbox: Pass <p>Daily Actuals</p> <ul style="list-style-type: none">• Email service mailbox to external gateway ≤ 60 seconds, target 90.00%, 0 days failed. ≤ 180 seconds, target 95.00%, 0 days failed. ≤ 1800 seconds, target 99.80%, 0 days failed• External gateway to email service mailbox ≤ 60 seconds, target 90.00%, 0 days failed. ≤ 180 seconds, target 95.00%, 0 days failed. ≤ 1800 seconds, target 99.80%, 0 Days failed
Call Answer Times	Green	<p>Target: 90% ≤ median average of 30 seconds. Actual: 90% ≤ median average of 9.52 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 8467 calls were received during the month.</p>
First Time Fix	Green	<p>Target: >=65% Actual: 70.39%</p> <p>The Service Desk met the First Time Fix SLA target.</p>
Problem Resolution	Green	0 problems resolved during this reporting period within SLA.

SLA Performance (2/2)

September 2025

Service Level	RAG Status	Commentary
Support Response Times	Green	<p>Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 98.84% <=30 minutes and 99.95% <= 120 minutes.</p> <p>11,074 emails were received during the month.</p>
Incident Resolution	Green	<p>Target: 0% failure rate Actual: 0.00% failure rate</p> <p>0 incidents breached SLA during this reporting period.</p>
Availability	Green	<p>Target: >=99.9% Availability Actual: 100% on Portal, 100% on Gateway</p> <ul style="list-style-type: none">• No unplanned downtime for the reporting period.
Application Response Times	Green	<p>Overall Transaction Targets (Measured Monthly and Hourly)</p> <ul style="list-style-type: none">• 90% of transactions complete within 5 seconds• 95% of transactions complete within 10 seconds• 99% of transactions complete within 15 seconds <p>Monthly Actuals</p> <ul style="list-style-type: none">• 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• Unlock & Reset Password: Pass• Authenticate User: Pass <p>Hourly Actuals</p> <ul style="list-style-type: none">• Complete Logon to Service: 34.99% Failure Rate (781 failures out of 2232 measures)• Unlock & Reset Password: 1.65% Failure Rate (37 failures out of 2232 measures)• Authenticate User: 5.15% Failure Rate (115 failures out of 2232 measures)