

SLA Performance (1/2)

February 2026

Service Level	RAG Status	Commentary
Email Delivery Time	Green	Overall Transaction Targets (Measured Monthly and Daily) 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 Monthly Actuals - Email service mailbox to external gateway: Pass - External gateway to email service mailbox: Pass Daily Actuals 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	Target: 90% <= median average of 30 seconds. Actual: 90% <= median average of 10.57 seconds. The Service Desk answered all calls within the required Service Levels. 6576 calls were received during the month.
First Time Fix	Green	Target: >=65% Actual: 66.91%
Problem Resolution	Green	0 problems resolved during this reporting period.

* Provisional data: MSR for November '25 was not submitted at the time of report creation.

SLA Performance (2/2)

February 2026

Service Level	RAG Status	Commentary
Support Response Times	Green	Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 97.38% <=30 minutes and 99.87% <= 120 minutes. 12,429 emails were received during the month.
Incident Resolution	Green	Target: 0% failure rate Actual: 0.00% failure rate 0 incidents breached SLA during this reporting period.
Availability	Green	Target: >=99.9% Availability Actual: 100% on Portal, 100% on Gateway No unplanned downtime for the reporting period.
Application Response Times	Green	Overall Transaction Targets (Measured Monthly and Hourly) 90% of transactions complete within 5 seconds 95% of transactions complete within 10 seconds 99% of transactions complete within 15 seconds Monthly Actuals - 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 Hourly Actuals - Complete Logon to Service: 35.21% Failure Rate (710 failures out of 2016 measures) - Unlock & Reset Password: 1.63% Failure Rate (33 failures out of 2016 measures) - Authenticate User: 4.81% Failure Rate (97 failures out of 2016 measures)

* Provisional data: MSR for November '25 was not submitted at the time of report creation.