

SLA Performance (1/2)

October 2025

Service Level	RAG Status	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 Target: 90% <= median average of 30 seconds. Actual: 90% <= median average of 9.58 seconds.	Commentary
Email Delivery Time	Green		
Call Answer Times	Green		

		The Service Desk answered all calls within the required Service Levels. 7897 calls were received during the month.
First Time Fix	Green	Target: Actual: 75.03%
		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)

October 2025

Service Level	RAG Status		Commentary
Support Response Times	Green		Target: 90.00% <= 30 minutes and 99.00% 120 minutes. Actual: 97.12% minutes and 99.84% 120 minutes. 13,952 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		<p>Overall Transaction Targets (Measured Monthly and Hourly)</p> <p>90% of transactions complete within 5 seconds</p> <p>95% of transactions complete within 10 seconds</p> <p>99% of transactions complete within 15 seconds</p> <p>Monthly Actuals</p> <p>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</p> <p>Unlock & Reset Password: Pass</p> <p>Authenticate User: Pass</p> <p>Hourly Actuals</p> <p>Complete Logon to Service.34.49% Failure Rate (770 failures out of 2232 measures)</p> <ul style="list-style-type: none">• Unlock & Reset Password: 0.80% Failure Rate (18 failures out of 2232 measures) <p>Authenticate User: 6.13% Failure Rate (137 failures out of 2232 measures)</p>
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