		Nov-22	Dec-22	Jan-22	Feb-22	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Target Performance Level
KPI 1(a)	KPI1 (a) System Availability [excepting cloud]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.52%	100%	100%	98.50%
KPI 1(b)	KPI1 (b) System Availability cloud services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.50%
KPI 4 (a)	KPI 4 (a) - Answering telephone calls made to the Service Desk within an average of 60 seconds of the telephone call first being made	46s	47s	48s	53s	44s	67s	57s	57s	21s	37s	35s	29s	27s	<60s
KPI 4 (b)	KPI 4(b) FTF resolve 80% resolved within 15 minutes of being made to the Service Desk	90.32%	80.00%	91.50%	94.50%	92.60%	91.70%	92.70%	94.01%	83.20%	91.50%	93.07%	93.7%	92.90%	80%
KPI 5 (a)	Resolving Priority 1 incidents	0	0	0	0	0	0	0	0	0	0	0	0	0	<1
KPI 5(b)	Resolving Priority 2 incidents	0	0	0	0	0	0	0	0	0	0	0	0	0	<1
KPI 5 (c)	Resolving Priority 3 incidents	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
KPI 5(d)	Resolving Priority 4 incidents	99.48%	99.21%	99.43%	99.18%	99.91%	99.19%	99.42%	99.47%	99.08%	99.45%	99.26%	99.53%	99.66%	99%
KPI6 (b)	Closing Priority 2 Requests	99.63%	99.17%	99.66%	99.42%	99.39%	99.27%	99.07%	99.27%	99.05%	99.22%	99.55%	99.5%	99.10%	99%
KPI 10(a)	Availability of critical applications	99.99%	99.97%	100%	100%	100%	100%	100%	99.74%	99.99%	100%	100%	99.51%	99.94%	99.50%
KPI 10(b)	Availability of non-critical applications	99.98%	99.99%	99.99%	100%	100%	100%	100%	99.75%	100%	100%	100%	99.94%	99.96%	99.50%
KPI 15	Maintain a Customer Satisfaction Score above 70%	92%	91%	89%	90%	89%	91%	88%	90%	91%	90%	88%	87%	93%	70%