

Appendix A - Key Performance Indicators

No	Title	KPI obligation	KPI Measurement	Measurement Period	Performance Level Threshold	Performance Level Achieved	Service Points
KPI1(a)	System Availability (excepting the Cloud Services)	The Supplier shall ensure that the Council System (not including the Cloud Services) is always (other than at times that are permitted for Permitted Maintenance under this Agreement) Available.  For the purposes of this KPI1(a) only, the term "Council System" does not include Databases or Applications.	The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:  $PL = \frac{(A - B)}{A} \times 100$ A = the total number of minutes in the relevant Service Period, excluding minutes that are permitted for Permitted Maintenance under this Agreement; and B = the total number of minutes in the relevant Service Period, excluding minutes that are permitted for Permitted Maintenance under this Agreement, where all the requirements of this KPI1(a) are not met.	Service Period	Target Performance Level	<u>98.5%</u> [1]	0
					Serious KPI Failure	≥95% but < 98.5%	30
					Severe KPI Failure	≥85% but < 95%	35
					KPI Service Threshold	<85%	40
KPI1(b)	System Availability (Cloud Services)	The Supplier shall ensure that the Cloud Services are always (other than at times that are permitted for Permitted Maintenance under this Agreement) Available.	The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:  $PL = \frac{(A - B)}{A} \times 100$ where: A = the total number of minutes in the relevant Service Period, excluding minutes that are permitted for Permitted Maintenance under this Agreement; and	Service Period	Target Performance Level	99.50%	0
					Serious KPI Failure	≥95% but < <u>99.5%</u> [1]	30
					Severe KPI Failure	≥85% but < 95%	35

			B = the total number of minutes in the relevant Service Period, excluding minutes that are permitted for Permitted Maintenance under this Agreement, where all the requirements of this KPI1(b) are not met.		KPI Service Threshold	<85%	40
KPI2	Responding to Incidents	The Supplier shall Respond to all Incidents within ten (10) minutes of notification of the Incident to the Service Desk by any method, including (but not limited to) telephone, Self Service Portal, and Web Chat.	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{A}{B} \times 100$ <p>where:</p> <p>A= the total number of Incidents reported to the Service Desk in the relevant Service Period which were Responded to in accordance with all the requirements of this KPI 2 as stated in column (3) of this table; and</p> <p>B = the total number of Incidents reported to the Service Desk in the relevant Service Period.</p>	Service Period	Target Performance Level	100%	0
					Minor KPI Failure	≥99.5% but < 100%	1
					Serious KPI Failure	≥95% but < 99.5%	5
					Severe KPI Failure	≥85% but < 95%	20
					KPI Service Threshold	≥99.5% but < 100%	40
KPI3	Responding to Requests	The Supplier shall Respond to all Requests within ten (10) minutes of notification of the Request to the Service Desk. By any method, including (but not limited to) telephone, Self Service Portal and Web Chat.	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{A}{B} \times 100$ <p>where:</p> <p>A = the total number of Requests made to the Service Desk in the relevant Service Period which were Responded to in accordance with all the requirements of this KPI 3 as stated in column (3) of this table; and</p>	Service Period	Target Performance Level	100%	0
					Minor KPI Failure	≥99.5% but < 100%	1
					Serious KPI Failure	≥95% but < 99.5%	5
					Severe KPI Failure	≥85% but < 95%	20

			B = the total number of Requests made to the Service Desk in the relevant Service Period.		KPI Service Threshold	<85%	40
KPI3b	First time Fix (FTF)	The Supplier shall resolve 80% of all calls resolvable by the Service Desk at first point of contact.	<p>Where:</p> <p>-All calls are resolved within 15 minutes of being logged; and</p> <p>-The call remains within the service desk and is not referred to a subsequent resolver group.</p> <p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{A}{B} \times 100$ <p>where:</p> <p>A= the total number of calls resolved within 15 minutes by the Helpdesk and have not been referred to another resolver group in the relevant Service Period; and</p> <p>B = the total number of calls logged by the service desk and have not been referred to another resolver group in the relevant Service Period.</p>	Service Period	Target Performance Level	80%	0
					Minor KPI Failure	≥80% but < 75%	1
					Serious KPI Failure	≥75% but < 70%	2
					Severe KPI Failure	≥70% but < 65%	10
					KPI Service Threshold	<60%	20
KPI4a	Answering telephone calls made to the Service Desk	The Supplier shall answer all calls made by telephone to the Service Desk with a human operator in a non-automated manner within 60 seconds of the telephone call first being made.	<p>The actual Performance Level achieved shall be calculated by applying the following formula:</p> $PL = \frac{A}{B}$ <p>where:</p> <p>A= the total wait time from the total number of telephone calls made to the Helpdesk in the relevant Service Period; and</p>	Service Period	Target Performance Level	<60s	0
					Minor KPI Failure	≥61s but <70s	1
					Serious KPI Failure	≥71s but <80s	3

			B = the total number of telephone calls made to the Helpdesk in the relevant Service Period.		Severe KPI Failure	≥81s but <90s	10
					KPI Service Threshold	<90s	20
KPI4b	Responding to Web Chat Enquires made to the Service Desk	The Supplier shall respond to all web chats made to the Service desk within 90 seconds of the webchat being initiated.	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{A}{B} \times 100$ <p>where:  A= the total number of web chats made to the Service Desk in the relevant Service Period which were answered in accordance with all the requirements of this KPI 4b as stated in column (3) of this table; and  B = the total number of web chats made to the Service Desk in the relevant Service Period.</p>	Service Period	Target Performance Level	<90secs	0
					Minor KPI Failure	≥81s but <90s	1
					Serious KPI Failure	≥91s but <100s	3
					Severe KPI Failure	≥101 but <110s	10
					KPI Service Threshold	<110	20
KPI5(a)	Resolving Priority 1 Incidents	<p>The Supplier shall:</p> <p>(a) Resolve all Priority 1 Incidents reported via web chat or telephone that are capable of being Resolved remotely by the Service Desk during (and before terminating) the initial telephone call, web-chat contact or other initial contact when the Priority 1 Incident was first reported to the Service Desk ; and</p> <p>(b) subject to paragraph (a) of this KPI</p>	Performance against this KPI 5(a) will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 6 and 7 of this table	Service Period	Target Performance Level	One (1) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	0
					Minor KPI Failure	Two (2) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	25

		5(a), shall ensure that all Priority 1 Incidents are Resolved within two (2) hours of the Incident first being reported to the Service Desk.			Serious KPI Failure	Three (3) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	30
					Severe KPI Failure	Four (4) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	35
KPI 5(b)	Resolving Priority 2 Incidents	<p>The Supplier shall:</p> <p>(a) Resolve all Priority 2 Incidents that are capable of being Resolved remotely during (and before terminating) the initial telephone call, web-chat contact or other initial contact when the Priority 2 Incident was first reported to the Helpdesk; and</p> <p>(b) subject to paragraph (a) of this KPI 5(b), ensure that Priority 2 Incidents are Resolved within six (6) hours of the Incident first being reported to the Helpdesk.</p>	Performance against this KPI 5(b) will be measured by reference to the number of instances of non-compliance in each Service Period as set out in the 'Performance Level Achieved' column of this table:	Service Period	Target Performance Level	One (1) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	0
					Minor KPI Failure	Two (2) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	25
					Serious KPI Failure	Three (3) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	30
					Severe KPI Failure	Four (4) Priority 2 Incidents not Resolved in accordance with the requirements of this KPI5(b)	35
KPI 5(c)	Resolving Priority 3 Incidents	The Supplier shall:	The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:	Service Period	Target Performance Level	100%	0

		<p>(a) Resolve all Priority 3 Incidents that are capable of being Resolved remotely during (and before terminating) the initial telephone call, web-chat contact or other initial contact when the Priority 3 Incident was first reported to the Service Desk ; and</p> <p>(b) subject to paragraph (a) of this KPI 5(c), ensure that Priority 3 Incidents are Resolved within eight (8) hours of the Incident first being reported to the Service Desk .</p>	<p><math>PL = \frac{A}{B} \times 100</math></p> <p>B</p> <p>where:</p> <p>A = the total number of Priority 3 Incidents reported to the Service Desk in the relevant Service Period which were Resolved in accordance with all the requirements of this KPI 5(c) as stated in column (3) of this table; and</p> <p>B = the total number of Priority 3 Incidents reported to the Service Desk in the relevant Service Period.</p>						
KPI 5(d)	Resolving Priority 4 Incidents	<p>The Supplier shall:</p> <p>(a) Resolve all Priority 4 Incidents that are capable of being Resolved remotely during (and before terminating) the initial telephone call, web-chat contact or other initial contact when the Priority 4 Incident was first reported to the Service Desk ; and</p> <p>(b) subject to paragraph (a) of this KPI 5(c), ensure that Priority 4 Incidents are Resolved within twenty (20) hours of the Incident first being reported to the Service Desk .</p>	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> <p><math>PL = \frac{A}{B} \times 100</math></p> <p>B</p> <p>where:</p>	Service Period					
					Minor KPI Failure	≥99.5% but < 100%	2		
					Serious KPI Failure	≥95% but < 99.5%	4		
					Severe KPI Failure	≥85% but < 95%	6		
					KPI Service Threshold	<85%	8		
					Target Performance Level	99%	0		
					Minor KPI Failure	≥96% but < 99%	1		
					Serious KPI Failure	≥91% but < 96%	2		

			<p>A = the total number of Priority 4 Incidents reported to the Service Desk in the relevant Service Period which were Resolved in accordance with all the requirements of this KPI 5(d) as stated in column (3) of this table.</p> <p>B = the total number of Priority 4 Incidents reported to the Service Desk in the relevant Service Period</p>		Severe KPI Failure	≥85% but < 91%	3
					KPI Service Threshold	<85%	4
KPI6(a)	Closing Priority 1 Requests	The Supplier shall ensure that all Priority 1 Requests, which are not Requests for the delivery and/or installation of Catalogue items, are Closed within thirty (30) minutes of the Request being made to the Service Desk .	Performance against this KPI 6(a) will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 6 and 7 of this table	Service Period	Target Performance Level	Zero (0) Priority 1 Requests not Closed in accordance with the requirements of this KPI6(a)	0
					Minor KPI Failure	One (1) Priority 1 Request not Closed in accordance with the requirements of this KPI6(a)	25
					Serious KPI Failure	Two (2) Priority 1 Requests not Closed in accordance with the requirements of this KPI6(a)	30
					Severe KPI Failure	Three (3) Priority 1 Requests not Closed in accordance with the requirements of this KPI6(a)	35
					KPI Service Threshold	Four (4) or more Priority 1 Requests not Closed in accordance with the requirements of this KPI6(a)	40
KPI 6(b)	Closing Priority 2 Requests	The Supplier shall ensure that all Priority 2 Requests, which are not Requests for the delivery and/or installation of Catalogue items, are	The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula: $PL = \frac{A}{B} \times 100$	Service Period	Target Performance Level	99%	0

		Closed within twenty-four (24) hours of the Request being made to the Service Desk .	<p>B</p> <p>where:</p> <p>A = the total number of Priority 2 Requests made to the Service Desk in the relevant Service Period which were Closed in accordance with all the requirements of this KPI 6(b) as stated in column (3) of this table.</p> <p>B = the total number of Priority 2 Requests made to the Service Desk in the relevant Service Period</p>				
					Minor KPI Failure	≥96% but < 99%	2
					Serious KPI Failure	>91 but <96%	4
					Severe KPI Failure	>85% but <91%	6
					KPI Service Threshold	<85%	8
KPI7	Starters Movers and Leavers	The Supplier shall ensure that at all times it complies with each of its obligations contained at paragraph 5.1 of Part A of the Services Description	Performance against this KPI 7 will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 7 and 8 of this table	Service Period	Target Performance Level	0 instances of non-compliance	0
					Minor KPI Failure	1 – 2 instances of non-compliance	4
					Serious KPI Failure	3 – 6 instances of non-compliance	8
					Severe KPI Failure	7 – 10 instances of non-compliance	12
					KPI Service Threshold	>10 instances of non-compliance	16
KPI8	Installation Services	The Supplier shall, following any Request for the provision of Installation Services, provide such Services in compliance with the requirements of the Service Description	Performance against this KPI 8 will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 7 and 8 of this table	Service Period	Target Performance Level	0 instances of non-compliance	0
					Minor KPI Failure	1 – 2 instances of non-compliance	4
					Serious KPI Failure	3 – 6 instances of non-compliance	8
					Severe KPI Failure	7 – 10 instances of non-compliance	12
					KPI Service Threshold	>10 instances of non-compliance	16



KPI 9	Resolution of Problems	<p>The Supplier shall Resolve all Problems within fifty-five (55) hours of:</p> <p>(a) the date on which the first Incident manifesting the Problem was Resolved; or</p> <p>(b) if such Incident was not Resolved within the timescale required for such Resolution in accordance with this Agreement, the time it should have been so Resolved in accordance with this Agreement.</p>	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{A}{B} \times 100$ <p>where:</p> <p>A = the total number of Problems which were Resolved in accordance with all the requirements of this KPI 9 as stated in column (3) of this table; and</p> <p>B = the total number of Problems which occurred in the relevant Service Period.</p>	Service Period	Target Performance Level	0 instances of non-compliance	0	
					Minor KPI Failure	1 – 2 instances of non-compliance	4	
					Serious KPI Failure	3 – 6 instances of non-compliance	8	
					Severe KPI Failure	7 – 10 instances of non-compliance	12	
					KPI Service Threshold	>10 instances of non-compliance	16	
KPI 10	Core Enabling Technologies Availability	<p>The Supplier shall ensure that each Core Enabling Technology is at all times, excluding any time permitted for Permitted Maintenance under this Agreement, Available.</p>	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{A-B}{A} \times 100$ <p>where:</p> <p>A = the total number of minutes in the relevant Service Period, excluding minutes that are permitted for Permitted Maintenance under this Agreement; and</p> <p>and</p>	Service Period	Target Performance Level	99.5%	0	
					Serious KPI Failure	≥95% but < 99.5%	30	
					Severe KPI Failure	≥85% but < 95%	35	

			B = the total number of minutes in the relevant Service Period, excluding minutes that are permitted for Permitted Maintenance under this Agreement, where all the requirements of this KPI 10(a) were not met.		KPI Service Threshold	<85%	40
KPI 11(a)	Security Testing	<p>The supplier shall ensure that any actual or potential Breach or Security or weakness (including unpatched vulnerabilities, poor configuration and/or incorrect system management) , identified in a security test are remediated within the following timescales.</p> <p>(a) within no more than twenty-four (24) Helpdesk Hours [0730 to 1830 on a Working Day] where such failure or weakness categorised as Critical(CVSS &gt;9) during the Security Test and</p> <p>(b) any failures or weakness categorised as High (CVSS &gt;7 -9) during the Security Test are to be rectified within 14 working days; or</p> <p>(c) as soon as reasonably practicable in any other circumstances in accordance with any reasonable timetable agreed with the Council</p>	Performance against this KPI 11(a) will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 7 and 8 of this table that remaining outstanding in line with the defined time periods.	Service Period	Target Performance Level	0 instances of non-compliance	0
					Minor KPI Failure	1 instance of non-compliance	20
					Serious KPI Failure	2 instances of non-compliance	40
					Severe KPI Failure	3 instances of non-compliance	60
					KPI Service Threshold	4 or more instances of non-compliance	80
KPI 11(b)	Security Management	<p>The Supplier shall ensure that:</p> <p>(a) all required changes to the ISMS and the Security management Plan are updated annually</p>	Performance against this KPI 11(b) will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 7 and 8 of this table	Service Period	Target Performance Level	0 instances of non-compliance	0
					Minor KPI Failure	1 instance of non-compliance	8
					Serious KPI Failure	2 instances of non-compliance	16

KPI11(c)	End User device Patching	<p>The supplier shall ensure that.</p> <p>(a) all critical security patches for end user devices are released in a timely manner as agreed with the Council.</p> <p>(b) Critical Security patches from Microsoft to be released to end user devices within 10 days of released from Microsoft.</p>	<p>Performance against this KPI 11(c) will be measured by reference to the number of instances of non-compliance within each Service Period as set out within Columns 7 and 8 of this table.</p>	Service Period	Target Performance Level	0 instances of non-compliance	0
					Minor KPI Failure	1 instance of non-compliance	2
					Serious KPI Failure	2 instances of non-compliance	4
					Severe KPI Failure	3 instances of non-compliance	6
					KPI Service Threshold	4 or more instances of non-compliance	8
KPI 12	Service Desk access	<p>Without prejudice to the requirements of paragraph 2 of Part A of Schedule 2.1, the Supplier shall ensure that Council Users are able at all times during Service Desk Hours and Limited Support Hours to properly access and engage with the Service Desk via the following methods:</p> <p>(a) by telephone</p> <p>(b) through the Self-Service Portal and</p> <p>(c) Via Web Chat</p>	<p>The actual Performance Level achieved, expressed as a percentage, shall be calculated by applying the following formula:</p> $PL = \frac{(A - B)}{A} \times 100$ <p>where:</p> <p>A = the total number of minutes in the relevant Service Period ; and</p> <p>B = the total number of minutes in the relevant Service Period, where all the requirements of this KPI 12 were not met.</p>	Service Period	Target Performance Level	100%	0
					Minor KPI Failure	≥99.5% but < 100%	4
					Serious KPI Failure	≥95% but < 99.5%	8
					Severe KPI Failure	≥85% but < 95%	12
					KPI Service Threshold	<85%	16
KPI 13	Performance Monitoring reports	The Supplier shall ensure that each report required to be submitted under this Agreement (including each Performance Monitoring Report and each Balanced Scorecard Report) shall:	Performance against this KPI 13 will be measured by reference to the number of instances of non-compliance in each Service Period as set out in Columns 7 and 8 of this table	Quarterly	Target Performance Level	0 instances of non-compliance	

		<p>(a) be submitted within the time period required by this Agreement;</p> <p>(b) be complete, fully accurate, free from errors and not misleading; and</p> <p>(c) fully comply with all the requirements of this Agreement.</p>					
					Minor KPI Failure	N/A	N/A
					Serious KPI Failure	1 instance of non-compliance	20
					Severe KPI Failure	2 instances of non-compliance	25
					KPI Service Threshold	3 instances of non-compliance	35
KPI 14	Communication of Incident status	The Supplier shall, in respect of any on-going Priority 1 Incident, update the Council no less than once per hour on the progress toward the Resolution of that Incident. The update shall be provided by telephone from a suitably qualified and knowledgeable member of Supplier Personnel.	Performance against this KPI 14 will be measured by reference to the number of instances of non-compliance with the requirement set out in column 3 in each Service Period, as set out in Columns 7 and 8 of this table	Quarterly	Target Performance Level	0 instances of non-compliance	0
					Minor KPI Failure	2 instances of non-compliance	2
					Serious KPI Failure	3 instances of non-compliance	4
					Severe KPI Failure	4 instances of non-compliance	6
					KPI Service Threshold	5 instances of non-compliance	8
KPI15	Customer Satisfaction	Maintain a Customer Satisfaction Score (CSAT) above 70%	<p>To calculate:</p> <p>The total of all survey responses is divided by the total number of survey responses. The percentage total of Detractors (scores 6 and below) is then subtracted from the percentage total of Promoters (scores 9 to 10) to provide the CSAT value.</p>		Target Performance Level	70%	0
					Minor KPI Failure	≥68% but < 70%	1
					Serious KPI Failure	≥66% but < 68%	2
					Severe KPI Failure	≥64% but < 66%	3
					KPI Service Threshold	<64%	4