

SCHEDULE – Service Penalties

Service	Key Performance Indicator - Service Level Requirement	Service Penalties applied for Service Failure		
		Month 1	Month 2	Month 3+
Mainframe Availability – Production and Development Servers	>= 99.5% Total Availability each month (per system) <= 5 Unscheduled Outages each month (per system)	5%	15%	20%
Server Availability	>= 98.5 Total Availability each month (per system) <= 5 Unscheduled Outages each month (per system)	5%	15%	20%

Service	Key Performance Indicator - Service Level Requirement	Service Penalties applied for Service Failure		
		Month 1	Month 2	Month 3+
Failure Notification for monthly scheduled Imperative Batch Tasks	>= 90% of failures notified within 20 minutes	5%	5%	10%
Network WAN Monitoring	>= 90% of failures notified within 20 minutes	5%	5%	10%
Response and Resolution Times Core Hours	Sev 1. >= 90% Response within 20 minutes	5%	5%	10%
	Sev 1.>= 90% Resolved within 3 hour	0%	0%	0%
	Sev 2.>= 90% Response within 30 minutes	5%	5%	10%
	Sev 2.>= 90% Resolved within 3 hours	0%	0%	0%
	Sev 3.>= 90% Response within 30 minutes	5%	5%	10%
	Sev 3.>= 90% Resolved within 4 hours	0%	0%	0%
	Sev 4.>= 90% Response within 2 hour	5%	5%	10%
	Sev 4.>= 90% Resolved within 24 hours	0%	0%	0%
Response and Resolution Times Non-Core Hours	Sev 5.>= 90% Response within 6 hours	5%	5%	10%
	Sev 5.>= 90% Resolved within Agreed Resolution Time	5%	5%	10%
	Sev 1. >= 90% Response within 30 minutes	5%	5%	10%
	Sev 1.>= 90% Resolved within 5 hours	0%	0%	0%
	Sev 2.>= 90% Response within 45 minutes	5%	5%	10%
	Sev 2.>= 90% Resolved within 5 hours	0%	0%	0%
	Sev 3.>= 90% Response within 1.5 hours	5%	5%	10%
	Sev 3.>= 90% Resolved within 6 hours	0%	0%	0%
	Sev 4.>= 90% Response within 4 hour	5%	5%	10%
	Sev 4.>= 90% Resolved within 24 hours	0%	0%	0%
Sev 5.>= 90% Response within 6 hours	5%	5%	10%	
Sev 5.>= 90% Resolved within agreed resolution time	5%	5%	10%	