

Annexe 3 - Service Level Agreement

KPI's per calendar month

KPI's per calendar month						
			SLA Level			
Type	Description	Time for Performance	Green	Amber	Red	Comments
Query Log	A query log is to be created and maintained by the Supplier. It should be split between active and completed matters. The log should include, but not be limited to: enquiries regarding the facility, advice for users, guidance to users. It should be circulated to the Customer's Project Manager quarterly	Respond to query - 5 working days	99% and above	>90% but <99%	90% or less	collected monthly, reported quarterly

Credit control contact	<p>The Supplier will provide a named credit controller to deal with day to day account queries and ensure that there are introductions and sufficient handover should personnel change. The Customer will send such queries by email to the credit controller copying in the Operational Manager.</p>	<p>Respond to query of this type- 5 working days</p>	<p>90% and above</p>	<p>>80% but <90%</p>	<p>80% or less</p>	<p>reported quarterly</p>
Account manager contact	<p>The Supplier will provide a named account manager to deal with issues and queries beyond simple billing issues and ensure that there are introductions and sufficient handover should personnel change. The Customer will send such queries by email to the account manager copying in the Operational Manager.</p>	<p>Respond to query of this type- 5 working days</p>	<p>90% and above</p>	<p>>80% but <90%</p>	<p>80% or less</p>	<p>reported quarterly</p>
Reporting and Management Information	<p>Percentage Downtime of Total Available Time within Period. Provide reasons for downtime.</p>	<p>monthly</p>	<p>10%</p>	<p>20%</p>	<p>30%</p>	<p>collected monthly, reported quarterly</p>

Reporting and Management Information	Number of University / Research Groups Involved. Spectrum of Department Affiliation & user types	6 monthly				reported 6 monthly after TAP
Reporting and Management Information	Number of Customer Complaints and response time	3 working days for first response. 10 working days to resolve issue	95% and above	>90% but <95%	90% or less	collected monthly, reported quarterly
Reporting and Management Information	User Satisfaction scores	monthly	4	3	2	collected monthly, reported quarterly
Reporting and Management Information	Total Number of Access Requests and Number of Requests Accepted Number of Access Days Requested and Number of Access Days Allocated	6 monthly				reported 6 monthly after TAP

Reporting and Management Information	Percentage of Access Requests Responded to within Stated Window	respond within 10 working days of TAP	95% and above	>90% but <95%	90% or less	reported 6 monthly after TAP
Reporting and Management Information	Perform a minimum of one dissemination activity per year	annually				
Reporting and Management Information	Number of Publications (inc. Examples of Key Publications, conference papers). Include breakdown between: Facility Executive; Host Organisation; All other users	annually	15	12	10	collected monthly, reported annually
Reporting and Management Information	Number of Research Outputs (inc. talks and posters)	annually	50	30	20	collected monthly, reported annually