**GPITF - Service MANAGEMENT STANDARD**

**MAJOR VERSION 2**

**TYPE 1 Catalogue Solution SERVICE LEVELS**

|  |  |  |
| --- | --- | --- |
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# OVERVIEW

## **Introduction**

## This document is an appendix to the GPITF Service Management Standard and sets out the Service Levels applicable to Type 1 Catalogue Solutions and the Service Points applicable to the Service Failures defined for each Service Level (see Annex 1 to this document). The commercial implications applicable to Service Failures are set out in the relevant Framework Agreements and/or Call Off Agreements (for Type 1 Catalogue Solution under the GPITF Framework 1 Lot 1 they are set out in Framework Schedule 4.1 (Charges and Invoicing)).

## For the avoidance of doubt, all references to a Catalogue Solution in this appendix are to Type 1 Catalogue Solutions and shall include:

## any Additional Services associated with that Catalogue Solution, subject to paragraph 1.3 below; and

## all Interfaces within the scope of that Catalogue Solution (which are as set out in the Interoperability Standard) to the extent that the Interface has been activated by any given Consumer Supplier and/or other consumer.

## Should a Supplier consider that the Service Levels set out in this document are not appropriate to one or more Additional Services, they may raise the matter with the Service Management Agent and the Service Management Agent shall (acting reasonably) determine whether any variation to the Service Levels will apply to such Additional Service(s).

## Where it is agreed that a variation to the Service Levels will apply in accordance with paragraph 1.3, the specifics will be agreed between the parties in writing and the varied Service Levels will apply to the Additional Service(s) in question, including appropriate advertisement of the agreed variations within the Catalogue Solution Listing.

## The Service Levels, including their associated Service Failure definitions and the commercial implications applicable to the Service Failures are intended to help drive desirable supplier behaviours and to help ensure that the Catalogue Solutions are of a consistently high quality and meet the Catalogue Authority's (and Service Recipient’s) requirements as to performance and reliability.

## The Supplier is responsible for the performance of their Type 1 Catalogue Solutions within the boundary of those solutions and not for the end to end performance experienced by Service Recipient End Users and/or Consumer Suppliers which will encompass services outside of the Supplier’s responsibility (e.g. networks, other systems to which the Type 1 Catalogue Solutions interface such as National Services).

## The Supplier shall monitor the performance of their Type 1 Catalogue Solutions against the Service Levels set out in this document and shall measure each using the methods agreed with the Catalogue Authority (or its representative) as part of the Catalogue On-Boarding Process and on-going Catalogue compliance regime.

## The performance against each Service Level for each Type 1 Catalogue Solution shall be assessed for each Service Period. Where a Framework Agreement includes a mechanism for invoicing reconciliation then the Service Credits resulting from any Service Failures shall also be subject to reconciliation as part that activity.

## Each Type 1 Catalogue Solution must meet the Target Performance Level applicable to each relevant Service Level defined within this document as a minimum. However, the Supplier may choose to offer enhanced Target Performance Levels in respect of one or more Service Levels if they choose to as part of the Catalogue Onboarding Process and those enhanced Target Performance Levels and the associated changes to the Service Failure definitions for the relevant Service Level(s) shall be advertised on the relevant Catalogue Solution Listing and such information may be used by buyers as a purchasing differentiator.

## Where Service Points apply in respect of a Type 1 Catalogue Solution in accordance with this document, Service Points shall only accrue in respect of Service Instances which are in live operation and that include the relevant Catalogue Solution and to which the relevant Service Failure applies under the terms of the relevant Call Off Agreement.

## Each Service Level is described in Annex 1 to this document. Each Service Level has a Target Performance Level (where, if achieved for a Service Period, the Supplier shall accrue no Service Points in respect of that Service Level in that Service Period) and one or more of the Service Failure categorisations. The Service Points accrued for each occurrence of a Service Failure for each Service Failure categorisation are set out in the table below.

|  |  |
| --- | --- |
| **Service Failure categorisation** | **Service Points per Service Failure per Service Period** |
| Unacceptable Service Failure | 200 |
| Severe Service Failure  | 50 |
| Serious Service Failure | 20 |
| Moderate Service Failure | 10 |
| Minor Service Failure | 2 |

## With the exception of Service Level F01, in the event that there is a Service Failure during Non-Core Hours then the Service Points accrued in accordance with this document shall be reduced by 50% to reflect the reduced impact on the relevant Service Recipients (or other users) (and to the extent that the period of Service Failure covers both Core Hours and Non-Core Hours the reduction referred to above shall be applied on a pro-rata basis).

## **Recalculation of Service Points**

## In the event that, for any reason, the calculation of Service Points for any Service Period in the previous 2 years was calculated incorrectly then, as soon as reasonably practicable following identification of the error:

## the Service Points will be recalculated for the relevant Service Period(s); and

## any Service Credits resulting from the Service Points will be recalculated for the relevant Service Period(s) in accordance with the provisions of the relevant Call Off Agreements.

## **Relief Event Parameters and other relief requests**

## The Supplier shall notify the Service Management Agent in writing of the existence of a Relief Event (and the likely effects of it), without undue delay and in any event within 20 Working Days of the date on which the Supplier became aware of the occurrence of the relevant Relief Event and such Relief Events will be handled in the manner set out in the relevant Framework Agreement.

## **Core Hours parameters**

## The Supplier shall provide each Type 1 Catalogue Solution on a ‘24x7’ basis.

## The table below sets out the Core and Non-Core Hours applicable to Type 1 Catalogue Solutions. The Supplier shall manage the Type 1 Catalogue Solutions in a manner that meets the demands of Service Recipients and Consumer Suppliers during both Core Hours and Non-Core Hours and in accordance with the specific requirements of the Service Management Standard.

| **Category**  | **Time Period**  | **Applicable Days** |
| --- | --- | --- |
| Core Hours | 06:30 ‑ 20:30 | Monday – Sunday inclusive and including Bank Holidays. |
| Non-Core Hours | 20:30 ‑ 06:30 | Monday – Sunday inclusive and including Bank Holidays. |

## **Planned Downtime**

## The Supplier will agree the planned downtime approach (“**Planned Downtime Approach**”) with the Service Management Agent and shall operate within such agreed approach (as updated or revised from time to time in agreement with the Service Management Agent).

## Downtime conducted in accordance with the Planned Downtime Approach or the circumstances set out in paragraph 1.19 shall be deemed planned downtime (“**Planned Downtime**”) and all other downtime shall be deemed unplanned downtime (“**Unplanned Downtime**”).

## Where the Supplier requires that a Catalogue Solution is to be made Unavailable in order to implement changes to the Catalogue Solution other than in accordance with the Planned Downtime Approach it shall attain approval from either: (i) the impacted Service Recipients and/or Consumer Suppliers (as appropriate); or (ii) the Service Management Agent, and where approved such downtime shall be deemed to be Planned Downtime.

## The Catalogue Authority may, at its discretion, provide such detail as it feels reasonably appropriate regarding the Planned Downtime Approach on the Catalogue Solution Listing so that such information may be used by buyers as a purchasing differentiator.

## The Supplier must track all Planned Downtime and Unplanned Downtime for each Type 1 Catalogue Solution for each Service Recipient (or grouping of Service Recipients where the downtime is the same for each Service Recipient in the group) for each Service Period on its Service Management Toolset.

## Periods of Planned Downtime shall be excluded from the measurement of relevant Service Levels.

## **ANNEX 1 – SERVICE LEVELS**

## **PART A – GPITF FRAMEWORK 1 LOT 1 SERVICE LEVELS**

## *[A new part will be added for each framework detailing the service levels applicable to that framework.*

## *The Supplier will propose their measurement method(s) for each Service Level as part of compliance testing against requirement SM006 (see the Traceability Matrix for detail).]*

# INTRODUCTION

## This annex sets out the Service Levels applicable to Type 1 Catalogue Solutions supplied via Lot 1 of the GPIT Futures Framework 1.

## The Service Management Agent for Lot 1 of the GPIT Futures Framework 1 is NHS Digital for Type 1 Catalogue Solutions and the Call Off Ordering Party (or their representative) for Type 2 Catalogue Solutions.

## Where the Supplier is entitled to propose elements of the Service Level / Service Failure definitions in accordance with this Part A, the Supplier may propose future changes to the same under clause 22 of the Catalogue Agreement.

# AVAILABILITY

## This section sets out the Service Levels applicable to availability.

## Where the same instance of a service failure results in multiple Service Failures under this section 2 and the Supplier demonstrates to the Service Management Agent’s satisfaction that this is the case, only the Service Failure accruing the highest number of Service Points shall apply.

## Where availability definitions include measurements over a week, the week shall be Monday to Sunday inclusive and measurements over partial weeks shall be on a pro-rata basis (for example, if a measurement is 10 minutes over a week, a partial week of 2 days would have a measurement of 2.857 minutes (i.e. 10 minutes \* 2 / 7)).

## **A01: Availability of the Catalogue Solution, excluding Interfaces to National Services and GP Connect Interfaces**

## *Definitions for this Service Level:*

### ***Availability / Available:*** *means, in the context of a Catalogue Solution (or, where relevant, a Foundation Capability) provided to a Service Recipient, that all the relevant Service Recipient’s users are able to access the Catalogue Solution (or the relevant Foundation Capability).*

## ***Unavailability / Unavailable:*** *means, in the context of a Catalogue Solution (or, where relevant, a Foundation Capability) provided to a Service Recipient, it is not Available.*

## *For the avoidance of doubt, as detailed in paragraph 1.6, a Catalogue Solution (or, where relevant, a Foundation Capability) will not be held to be Unavailable in circumstances where Service Recipient users are not able to access the relevant solution (or part thereof) as a result of performance issues which are outside of the boundary of the relevant solution and/or which relate to services which are outside of the Supplier’s responsibility (e.g. networks, other systems to which the Type 1 Catalogue Solutions interface such as National Services).*

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| A01-01 | Target Performance Level | Total loss of Catalogue Solution (excluding the Interfaces to National Services and GP Connect Interfaces):<= 10 mins in a week of loss of Availability for a Service Recipient over the Service Period AND <= 10 mins in one contiguous period of loss of Availability for a Service Recipient over the Service Period AND>=99.9% Availability for a Service Recipient over the Service Period ANDLoss of availability of one or more Foundation Capabilities<= 10 mins in a week of loss of Availability for a Service Recipient over the Service Period AND<= 10 mins in one contiguous period of loss of Availability for a Service Recipient over the Service Period | None |
| A01-02 | Unacceptable Service Failure | Total loss of Catalogue Solution (excluding the Interfaces to National Services and GP Connect Interfaces):> 8 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 4 hours in one contiguous period of loss of Availability for a Service Recipient over a Service Period OR< 97% Availability for a Service Recipient over the Service Period. | Service Credits |
| A01-03 | Severe Service Failure | Total loss of Catalogue Solution (excluding the Interfaces to National Services and GP Connect Interfaces):> 2 and <= 8 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 2 and <= 4 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period OR>=97% and < 98.7% Availability for a Service Recipient over the Service PeriodLoss of availability of one or more Foundation Capabilities> 2 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 2 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period  | Service Credits |
| A01-04 | Serious Service Failure*(Moderate and Minor are not applicable to this Service Level)* | Total loss of Catalogue Solution (excluding the Interfaces to National Services and GP Connect Interfaces):> 10 mins and <=2 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 10 mins and <=2 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period OR>=98.7% and < 99.9% Availability for a Service Recipient over the Service Period ORLoss of availability of one or more Foundation Capabilities> 10 mins and <=2 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 10 mins and <= 2 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period  | Service Credits |

## **A02: Availability of the Interfaces to National Services, excluding GP2GP and GPES-I**

## *Definitions for this Service Level:*

### ***Availability / Available:*** *means, in the context of a Catalogue Solution provided to a Service Recipient, that all Interfaces to the National Services are fully operational (excluding GP2GP and GPES-I).*

## ***Unavailability / Unavailable:*** *means, in the context of a Catalogue Solution provided to a Service Recipient, it is not Available.*

## *For the avoidance of doubt, as detailed in paragraph 1.6, a Catalogue Solution will not be held to be Unavailable in circumstances where Interfaces to National Services (excluding GP2GP and GPES-I) are not functioning correctly as a result of performance issues which are outside of the boundary of the relevant solution and/or which relate to services which are outside of the Supplier’s responsibility (e.g. networks, issues with the relevant National Services).*

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| A02-01 | Target Performance Level | <= 10 mins in a week of loss of Availability for a Service Recipient over the Service Period AND<= 10 mins in one contiguous period of loss of Availability for a Service Recipient over the Service Period AND>=99.9% Availability for a Service Recipient over the Service Period | None |
| A02-02 | Unacceptable Service Failure | > 8 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 4 hours in one contiguous period of loss of Availability for a Service Recipient over a Service Period OR< 97% Availability for a Service Recipient over the Service Period. | Service Credits |
| A02-03 | Severe Service Failure | > 2 and <= 8 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 2 and <= 4 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period OR>=97% and < 98.7% Availability for a Service Recipient over the Service Period | Service Credits |
| A02-04 | Serious Service Failure*(Moderate and Minor are not applicable to this Service Level)* | > 10 mins and <=2 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 10 mins and <=2 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period OR>=98.7% and < 99.9% Availability for a Service Recipient over the Service Period | Service Credits |

## **A03: Availability of GP Connect Interfaces**

## *Definitions for this Service Level:*

### ***Availability / Available:*** *means, in the context of a Catalogue Solution provided to a Service Recipient, that all GP Connect Interfaces are fully operational.*

## ***Unavailability / Unavailable:*** *means, in the context of a Catalogue Solution provided to a Service Recipient, it is not Available.*

## *For the avoidance of doubt, as detailed in paragraph 1.6, a Catalogue Solution will not be held to be Unavailable in circumstances where GP Connect Interfaces are not functioning correctly as a result of performance issues which are outside of the boundary of the relevant solution and/or which relate to services which are outside of the Supplier’s responsibility (e.g. networks).*

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| A03-01 | Target Performance Level | <= 10 mins in a week of loss of Availability for a Service Recipient over the Service Period AND<= 10 mins in one contiguous period of loss of Availability for a Service Recipient over the Service Period AND>=99.9% Availability for a Service Recipient over the Service Period | None |
| A03-02 | Unacceptable Service Failure | > 8 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 4 hours in one contiguous period of loss of Availability for a Service Recipient over a Service Period OR< 97% Availability for a Service Recipient over the Service Period. | Service Credits |
| A03-03 | Severe Service Failure | > 2 and <= 8 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 2 and <= 4 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period OR>=97% and < 98.7% Availability for a Service Recipient over the Service Period | Service Credits |
| A03-04 | Serious Service Failure*(Moderate and Minor are not applicable to this Service Level)* | > 10 mins and <=2 hours in a week of loss of Availability for a Service Recipient over the Service Period OR> 10 mins and <=2 hours in one contiguous period of loss of Availability for a Service Recipient over the Service Period OR>=98.7% and < 99.9% Availability for a Service Recipient over the Service Period | Service Credits |

## **A04: Availability of Qualifying Connections (including the IM1 Desktop Interface and IM1 PFS API Interface, but excluding the IM1 Bulk Interface)**

## *Definitions for this Service Level:*

### ***Availability / Available:*** *means, in the context of a Service Instance, a Qualifying Connection provided to a Consumer Supplier, that the Qualifying Connection is fully operational.*

## ***Unavailability / Unavailable:*** *means, in the context of a Qualifying Connection provided to a Consumer Supplier, it is not Available.*

## *For the avoidance of doubt, as detailed in paragraph 1.6, a Qualifying Connection will not be held to be Unavailable in circumstances where (a) the relevant interface is not functioning correctly as a result of performance issues which are outside of the boundary of the relevant solution and/or which relate to services which are outside of the Supplier’s responsibility (e.g. issues with the relevant third party interface and/or solution (as appropriate)) and (b) the Interface has been suspended or throttled in accordance with the provisions of the Model Interface Licence.*

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| A04-01  | Target Performance Level | For each Qualifying Connection: <= 10 mins in a week of loss of Availability for a Service Recipient over the Service Period AND<= 10 mins in one contiguous period of loss of Availability for a Service Recipient over the Service Period AND>=99.9% Availability for a Service Recipient over the Service Period | None |
| A04-02 | Serious Service Failure*(Not handled via the Service Failure mechanism – see commercial remedy column.)* | For each Qualifying Connection, the Target Performance Level is not achieved. | In a Service Period, for each Qualifying Connection that fails this Service Level the Connection Pairing Payment will not be payable for that Service Period. |

## **A05: Availability of Qualifying Connections in relation to the IM1 Bulk Interface**

## *Definitions for this Service Level:*

### ***Availability / Available:*** *means, in the context of the IM1 Bulk Interface, that the relevant bulk data extracts are: (i) made available to the Consumer Supplier in accordance with the agreed frequency/schedule and (ii) that they are complete in all material respects.*

## ***Unavailability / Unavailable:*** *means, in the context of the IM1 Bulk Interface, it is not Available to a Consumer Supplier.*

## *For the avoidance of doubt, as detailed in paragraph 1.6, the IM1 Bulk Interface will not be held to be Unavailable in circumstances where the relevant interface is not functioning correctly as a result of performance issues which are outside of the boundary of the relevant solution and/or which relate to services which are outside of the Supplier’s responsibility (e.g. issues with the relevant third party interface and/or solution (as appropriate)).*

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| A05-01  | Target Performance Level | In respect of each Qualifying Connection in respect of the IM1 Bulk Interface >=98% of extracts scheduled within the Service Period are completed and are accessible to the Consumer Supplier in accordance with the schedule specified in the associated Connection Agreement and the content of all extracts is complete and accurate. | None |
| A05-02 | Severe Service Failure*(Not handled via the Service Failure mechanism – see commercial remedy column.)* | For each Qualifying Connection the Target Performance Level is not achieved. | In a Service Period, for each Qualifying Connection that fails this Service Level the Connection Pairing Payment will not be payable for that Service Period. |

# SYSTEM RESPONSIVENESS

## This section sets out the Service Levels applicable to the responsiveness of Type 1 Catalogue Solutions. These Service Levels measure the round-trip transaction response time within the boundary of the Type 1 Catalogue Solution (i.e. they exclude time for the Transaction to traverse technology out of the direct contractual responsibility of the Supplier (e.g. the network)).

## The scope of transactions to be measured (and methodology for performing the relevant measurements) will be proposed by the Supplier, must be representative of the overall performance across all classifications of Transaction for the solution components being measured and shall be agreed with the Service Management Agent (acting reasonably) under the GPITF compliance regime.

## The Supplier shall propose the values in square brackets for each Catalogue Solution which shall represent a level of performance acceptable to the Service Recipients and the Catalogue Authority will publish details of the agreed definition on the Catalogue Solution Listing as information that may act as a purchasing differentiator by buyers.

## **B01: Responsiveness of the Catalogue Solution, excluding GP Connect Interfaces and IM1 Interfaces**

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| B01-01 | Target Performance Level | The Supplier will propose an appropriate Target Performance Level in respect of their architecture which must meet the following minimum standards:* >= 95% of these Transactions take <=[1] second AND >=99.9% take <=[2] seconds to process.
 | None |
| B01-02 | Unacceptable Service Failure | The Supplier will propose an appropriate Unacceptable Service Failure in respect of their architecture which must meet the following minimum standards:* < 60% of these Transactions take <=[1] second OR < 80% take <=[2] seconds to process.
 | Service Credits |
| B01-03 | Severe Service Failure | The Supplier will propose an appropriate Severe Service Failure in respect of their architecture which must meet the following minimum standards:* >=60% and < 80% of these Transactions take <=[1] second OR >=80% and < 90% take <= [2] seconds to process
 | Service Credits |
| B01-04 | Serious Service Failure | The Supplier will propose an appropriate Serious Service Failure in respect of their architecture which must meet the following minimum standards:* >=80% and < 90% of these Transactions take <=[1] second OR >=90% and < 95% take <= [2] seconds to process
 | Service Credits |
| B01-05 | Moderate Service Failure*(Minor Service Failures are not applicable to this Service Level)* | The Supplier will propose an appropriate Moderate Service Failure in respect of their architecture which must meet the following minimum standards:* >=90% and < 95% of these Transactions take <=[1] second OR >=95% and < 99.9% take <= [2] seconds to process
 | Service Credits |

## **B02: Responsiveness of the GP Connect Interfaces**

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| B02-01 | Target Performance Level | The Supplier will propose an appropriate Target Performance Level in respect of their architecture in the following format replacing the values for A to F in square brackets with those applicable to their Catalogue Solution. The values of A to F in B02-01 to B02-05 will be the same.:**Command Transaction**A command transaction performs a user-initiated operation (for example, booking an appointment, registering a patient).* >= 50% of these Transactions take <[A]ms AND >=70% take <[B]ms AND >=99.9% take <[C] second to process.

**Query Transactions**A query Transaction performs a user-initiated retrieval of data without any side-effects (for example, searching for a patient’s medication history).* >= 50% of these Transactions take <[D] second AND >=70% take <[E] seconds AND >=99.9% take <[F] seconds to process.
 | None |
| B02-02 | Unacceptable Service Failure | The Supplier will propose an appropriate Unacceptable Service Failure in respect of their architecture in the following format replacing the values for A to F in square brackets with those applicable to their Catalogue Solution:**Command Transaction*** < 20% of these Transactions take <[A]ms OR <30% take <[B]ms OR <95% take <[C] second to process

**Query Transactions*** <20% of these Transactions take <[D] second OR <30% take <[E] seconds OR <95% take <[F] seconds to process.
 | Service Credits |
| B02-03 | Severe Service Failure | The Supplier will propose an appropriate Severe Service Failure in respect of their architecture in the following format replacing the values for A to F in square brackets with those applicable to their Catalogue Solution:**Command Transaction*** >=20% and < 30% of these Transactions take <[A]ms OR >=30% and <50% take <[B]ms OR >=95% and <97% take <[C] second to process

**Query Transactions*** >=20% and <30% of these Transactions take <[D] second OR >=30% and <50% take <[E] seconds OR >=95% and <97% take <[F] seconds to process.
 | Service Credits |
| B02-04 | Serious Service Failure | The Supplier will propose an appropriate Serious Service Failure in respect of their architecture in the following format replacing the values for A to F in square brackets with those applicable to their Catalogue Solution:**Command Transaction*** >=30% and < 40% of these Transactions take <[A]ms OR >=50% and <60% take <[B]ms OR >=97% and <98.5% take <[C] second to process

**Query Transactions*** >=30% and <40% of these Transactions take <[D] second OR >=50% and <60% take <[E] seconds OR >=97% and <98.5% take <[F] seconds to process.
 | Service Credits |
| B02-05 | Moderate Service Failure*(Minor Service Failures are not applicable to this Service Level)* | The Supplier will propose an appropriate Moderate Service Failure in respect of their architecture in the following format replacing the values for A to F in square brackets with those applicable to their Catalogue Solution:**Command Transaction*** >=40% and < 50% of these Transactions take <[A]ms OR >=60% and <70% take <[B]ms OR >=98.5% and <99.9% take <[C] second to process

**Query Transactions*** >= 40% and <50% of these Transactions take <[D] second OR >=60% and <70% take <[E] seconds OR >=98.5% and <99.9% take <[F] seconds to process.
 | Service Credits |

## **B03: Responsiveness of Qualifying Connections (including the IM1 Desktop Interface and IM1 PFS API Interface, but excluding the IM1 Bulk Interface)**

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| B03-01  | Target Performance Level | The Supplier will propose an appropriate Target Performance Level in respect of their architecture in the following format replacing the values in square brackets with those applicable to their Catalogue Solution:**Command Transaction**A command transaction performs a user-initiated operation (for example, booking an appointment, registering a patient).* >= 50% of these Transactions take <[250]ms AND >=70% take <[500]ms AND >=99.9% take <[1] second to process.

**Query Transactions**A query Transaction performs a user-initiated retrieval of data without any side-effects (for example, searching for a patient’s medication history).* >= 50% of these Transactions take <[1] second AND >=70% take <[2] seconds AND >=99.9% take <[3] seconds to process.
 | None |
| B03-02 | Serious Service Failure*(Not handled via the Service Failure mechanism – see commercial remedy column.)* | For each Qualifying Connection where the Target Performance Level is not achieved. | In a Service Period, for each Qualifying Connection that fails this Service Level the Connection Pairing Payment will not be payable for that Service Period. |

# CLINICAL SAFETY

## This section sets out the Service Levels applicable to clinical safety.

## **D01: Clinical Safety**

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| D01-01 | Target Performance Level | None of the criteria for the Unacceptable, Severe or Serious Service Failures are met. | None |
| D01-02 | Unacceptable Service Failure | A clinical risk with a severity level of 5 (determined in accordance with DCB0129) occurs and the relevant Incident which resulted in the clinical risk occurring is not Resolved (or mitigated) with 2 hours. | Service Credits |
| D01-03 | Severe Service Failure | A clinical risk with a severity level of 4 (determined in accordance with DCB0129) occurs and the relevant Incident which resulted in the clinical risk occurring is not Resolved (or mitigated) with 4 hours. | Service Credits |
| D01-04 | Serious Service Failure *(Moderate and Minor are not applicable to this Service Level)* | A clinical risk with a severity level of 3 (determined in accordance with DCB0129) occurs and the relevant Incident which resulted in the clinical risk occurring is not Resolved (or mitigated) with 16 hours. | Service Credits |

# OTHER FAILURES

## This section sets out the Service Level applicable service disruptions that may not be captured by the Service Levels set out in sections 2 to 4 of this Annex. Where the same root cause results in a Service Failure under this category and one of the categories set out in sections 2 to 4, the Service Failure in this category shall not apply.

## **F01: Other failures**

## This Service Level shall apply to all Service Recipients by default. However, if the Supplier can demonstrate to the Service Management Agent’s reasonable satisfaction that only a subset of Service Recipients were impacted by the relevant Incident then the applicable Service Points will only apply to such Service Recipients.

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| F01-01  | Target Performance Level | None of the criteria for the Unacceptable, Severe, Serious, Moderate or Minor Service Failures are met. | None |
| F01-02  | Unacceptable Service Failure | >5 HSSIs (excluding any related to the other Service Levels) have been raised over the Service Period and not Resolved within 2 hours for a Severity Level 1 Incident and within 4 hours for a Severity Level 2 Incident. | Service Credits |
| F01-03  | Severe Service Failure | <=5 and >3 HSSIs (excluding any related to the other Service Levels) have been raised over the Service Period and not Resolved within 2 hours for a Severity Level 1 Incident and within 4 hours for a Severity Level 2 Incident. | Service Credits |
| F01-04  | Serious Service Failure | <=3 and >2 HSSIs (excluding any related to the other Service Levels) have been raised over the Service Period and not Resolved within 2 hours for a Severity Level 1 Incident and within 4 hours for a Severity Level 2 Incident. | Service Credits |
| F01-05  | Moderate Service Failure | <=2 and >1 HSSIs (excluding any related to the other Service Levels) have been raised over the Service Period and not Resolved within 2 hours for a Severity Level 1 Incident and within 4 hours for a Severity Level 2 Incident. | Service Credits |
| F01-06  | Minor Service Failure | <=1 and >0 HSSIs (excluding any related to the other Service Levels) have been raised over the Service Period and not Resolved within 2 hours for a Severity Level 1 Incident and within 4 hours for a Severity Level 2 Incident. | Service Credits |

# SERVICE DESK PERFORMANCE

## This section sets out the Service Levels applicable to the performance of the Supplier’s Service Desk.

## As part of the compliance response the Supplier shall propose the Target Performance Level and Service Failures for the service desk performance across both Core Hours and Non-Core Hours. The proposal must:

### cover all types of ticket (incidents and service requests), how each type is determined and any variation applicable to the channels available to users (e.g. email, telephone, chat interface, chatbot etc); and

### include, as a minimum, telephone and portal access to the Service Desk (for use by both Service Recipient users and the Service Management Agent). The web portal shall as a minimum provide a mechanism to log Incidents and Service Requests and to view progress on Incident Resolutions and Service Request fulfilments.

## The accepted position will form this Service Level.

## The Catalogue Authority may publish details of the agreed definition on the Catalogue Solution Listing as information that may act as a purchasing differentiator by buyers.

## **G01: Service Desk performance**

| **Ref** | **Service Level element** | **Definition** | **Commercial remedy** |
| --- | --- | --- | --- |
| G01-01 | Target Performance Level | To be taken from the approved proposal from the Supplier. | None |
| G01-02 | Applicable Service Failures and their definitions to be agreed with each supplier | To be taken from the approved proposal from the Supplier. | Service Credits |

# BALANCED SCORECARD

## This section sets out the Service Level applicable to the balanced scorecard. The table set out in Attachment 1 will include the details set out below and when completed will be used to determine if the Target Performance Level is achieved or whether a Service Failure has occurred by reference to:

### the performance criteria applicable to the scorecard and the relative weighting of each;

### the scoring guidance for each criterion;

### the score allocated; and

### the total score and an indication of the Target Performance Level to be achieved or which category of Service Failure has occurred.

## The production of the balanced scorecard will operate as follows:

### the Supplier shall complete the balanced scorecard template and issue the same to the Service Management Agent (scores and supporting rationale to be included) as a component of the Performance Monitoring Report required under Framework Agreement Schedule 2.5 (Performance Levels); and

### the parties shall discuss the content for the balanced scorecard component of the Performance Monitoring Report as part of the Performance Review Meetings and the Supplier shall propose the final scores and agree them with the Service Management Agent (acting reasonably).

## **H01: Balanced scorecard**

## See the file named “GPITF Balanced Scorecard v2.n.n.xls” provided separately.