Annex C: Service Levels, Service Credits and KPIs

**Lot 1 – Business Design and Data and Business Change**

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| **Service Level Performance Criterion** | **Service Level Performance Measure (target)** | **Service Level threshold** | **Measurement** | **Service Credit for each Service period (Service Credit % calculated applied to be based on worst SLA failure)** |
| 1. Business Design and Data – Completion of the following outputs against the delivery plan:
* End to end business maps (L1-L4)
* Data materials such as Data Protection Impact Assessments
* Identification and update of operational risks including operational impact assessments
 | 95% | At least 90% at all times | Per above | Service Credit % = Service level threshold – Actual monthly service level.Worked example – monthly actual of 80%: 92% - 80% = 12% of the calculated Contract Charges for that month to deducted from the next invoice payable by the Customer.  |
| 1. Change Management - Delivery of upskilling and SMR sessions vs agreed delivery plan timelines
 | 95% | At least 90% at all times |  | As above |
| 1. Change Management – Development and implementation of a comprehensive change management strategy across deployment drops in line with agreed delivery plan timelines
 | 95% | At least 90% at all times |  | As above |
| 1. Develop and manage change governance forums in line with agreed delivery plan timelines covering:
* Management reporting
* Risk and issue management
* Facilitating approvals of key change documentation and activities
 | 95% | At least 90% at all times | Per above | As above |
| 1. Communication and Engagement – Development and roll out of communications and engagement plan covering:
* supporting comms materials and events
* tailored to user groups, ahead of each individual ‘drop’ Go-Live.
 | 95%  | At least 90% at all times | Per above | As above |
| 1. Business Transition – Develop and deliver deployment approaches for each drop and manage business implementation of each of the drop solutions in line with the agreed plan
 | 95%  | At least 90% at all times | Per above | As above |

**Service Credit worked example:**

For a given calendar month, the pre-Service Credit calculated Contract Charges were £20,000. The Provider reported the following results against the SLAs:

1. Completion of outputs against delivery plan – 90%
2. Upskilling and SMR sessions – 100%
3. Change management strategy – 98%
4. Change governance forums – 85%
5. Comms and engagement plan – 98%
6. Deployment approaches – 95%

The worst performing SLA related to the delivery of the requirements within Lot 1 – Business Design & Data, and Business Change Services, at 85%. This results in a Service Credit % of (92-85) = 7%, which will result in a credit being applied to the next monthly Contract Charge of (£20,000\*7%) = £1,400.

**Lot 2 – Training Services**

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| **Service Level Performance Criterion** | **Service Level Performance Measure (target)** | **Service Level threshold** | **Measurement** | **Service Credit for each Service period (Service Credit % calculated applied to be based on worst SLA failure)** |
| 1. Training feedback score:Candidate feedback score collected and recorded by the Supplier up to one week after the conclusion of Command and Control Training, with feedback score on a whole number scale from 1-5 per the below assessment methodology; Score of 1 – Poor

Score of 2 – Requires improvementScore of 3 – SatisfactoryScore of 4 – GoodScore of 5 - Excellent | 5.00 | 4.00 | Supplier monthly SLA report. The MPS shall retain the right to audit and or conduct spot checks. |  - |
| 1. Training feedback score – resulting from Train the Trainer cohorts:Candidate feedback score collected and recorded by the Supplier up to one week after the conclusion of Command and Control Training, with feedback score on a whole number scale from 1-5 per the below assessment methodology; Score of 1 – Poor

Score of 2 – Requires improvementScore of 3 – SatisfactoryScore of 4 – GoodScore of 5 - Excellent | 5.00 | 4.00 | Supplier monthly SLA report. The MPS shall retain the right to audit and or conduct spot checks. |  |
| 1. Attendance rates

The number of candidates invited to training vs attendance | 95% | At least 90% at all times | Per above | Service Credit % = Service level threshold – Actual monthly service level.Worked example – monthly actual of 80%: 92% - 80% = 12% of the calculated Contract Charges for that month to deducted from the next invoice payable by the Customer.  |
| 1. Skills improvement rate – measured through pre and post training assessments or line management assessment of skill development
 | 95% | At least 90% at all times | Per above | As above |
| 1. Number of candidates to receive training vs training delivery plan
 | 95%  | At least 90% at all times | Per above | As above |
| 1. Learning assessment pass rates
 | 95%  | At least 90% at all times | Per above | As above |

**Service Credit worked example:**

For a given calendar month, the pre-Service Credit calculated Contract Charges were £20,000. The Provider reported the following results against the SLAs:

1. Training feedback score – 4.75
2. Training feedback score – 4.50
3. Attendance rates – 90%
4. Skills improvement rate – 100%
5. Training received vs training plan – 98%
6. Learning assessment pass rates – 85%

The worst performing SLA related to the delivery of the requirements within Lot 2 – Training services, at 85%. This results in a Service Credit % of (92-85) = 7%, which will result in a credit being applied to the next monthly Contract Charge of (£20,000\*7%) = £1,400.