

Service Level Agreement (SLA) Key Performance Measures

#	Description	Standard	Method of calculation
1	Percentage of time documents are retrieved timely.	98%	Number of searches returning successful results timely divided by the total number of searches (see below).
2	Percentage of time documents are retrieved within 5 seconds which are stored under “real time”. Online Storage.	98%	Number of searches returning successful results within 5 seconds divided by the total number of searches.
3	Percentage of time documents are retrieved within 30 minutes which are stored under “near real time”. Offline Storage (Near-time Storage).	98%	Number of searches returning successful results within 30 minutes divided by the total number of searches.
4	Percentage of time the system is available (productive hours).	98%	Productive hours (irrespective of business hours) within a week divided by the total number of hours in the week.
5	Maximum amount of time to elapse after an individual file upload is completed until the uploaded material becomes available in the system.	2 hours	Irrespective of business days or hours.
6	Maximum amount of time to elapse after a user requests a record that is stored in near-time (as opposed to online) storage until the record is available in the system.	4 minutes	Irrespective of business days or hours.
7	Maximum amount of time to elapse after a requester submits a request for records (internal or external) until the request is populated in the request management application.	1 day	Irrespective of business days or hours.
8	Provide advance notification, not less than 10 days for planned maintenance activities.	Minimum 10-day advance notification for downtime	Business days.