

SERVICE LEVEL REQUIREMENTS- CROSS FUNCTIONAL SERVICES

Appendix C1

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1. Service Level Requirements Overview

For each service item as described in the Scope of Work, Eskom has defined and determined, as is set out in the KPI Table below:

- A Target Service Level;
- A Defective Level;
- A Material Default Level;
- A Measurement Period relevant for the applicable Service Level

Service items will be monitored during their respective Measurement Periods as set out in Schedule C: Performance Standards.

1.1 Definitions

Term	Definition and Explanation
Service Level ID (KPI Ref #)	Unique identifier for each KPI
Service Category	The area of service being measured (e.g., Incident Management, Change Management)
Description of the main service KPIs	A brief explanation of what the KPI measures
Target service level	The expected or optimal performance level
Defective service level	A performance level that is below target but not critically poor
Material Default service level	A significantly poor performance level
Measurement period	The time frame over which the KPI is measured (Monthly; Quarterly; Annually)
Weighting percentage (Current)	Indicates the weight of the KPI and the % penalty applicable

1.2 Abbreviations

Abbreviation	Explanation
KPI	Key Performance Indicator
SLA	Service Level Agreement
CSI	Continuous Service Improvement
CMDB	Configuration Management Database
P1 / P2	Priority 1 / Priority 2 (incident severity levels)
RCA	Root Cause Analysis

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2. Service Level Requirements KPI's

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Service Level ID (KPI Ref #)	Service Category	Description of the main service KPIs		Target service level	Defective service level	Material Default service level	Measurement period (months)	Weighting percentage
CFS-01	Service Reporting	Overall SLA Achievement across Eskom Suppliers		99%	95%	90%	1	0
CFS-02		KPI's reported on across Eskom Suppliers		100%	99%	98%	1	0
CFS-03		Continuous Service Improvement Register	Time to update CSI register with identified Service Improvement Plans	2 business days	3 business days	5 business days	1	0
CFS-04	Service Capacity, Performance and Availability Management	Frequency of Availability incidents across Eskom Suppliers	No more than 2 availability failures per device per quarter.	2	3	4	3	0
CFS-05		Proactive Threshold Monitoring and reporting	Number of Incidents caused by threshold breach (capacity and performance)	1	2	3	1	5
CFS-06	Service Asset and Configuration Management	Time to update CMDB		1 business day	2 business day	3 business day	1	5
CFS-07		Fill rate	Number of repeat incidents on unidentifiable configuration items	1	2	3	3	5
CFS-08		Accuracy	Number of incidents/problems caused by inaccurate configuration items	3	5	7	1	0

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Service Level ID (KPI Ref #)	Service Category	Description of the main service KPIs		Target service level	Defective service level	Material Default service level	Measurement period (months)	Weighting percentage
CFS-09								
CFS-10	Change Management	Successful authorised/approved changes (successful means within time, no roll back required, within scope of the change)		99%	98%	95%	1	5
CFS-11		Number of unauthorised changes		0	1	2	1	10
CFS-12	Incident management	Mean time to notify Service Recipient of incidents	Mean time to notify Eskom of potential critical (P1) incident (from incident logged)	30 minutes	45 minutes	1 Hour	1	10
CFS-13			Mean time to notify Eskom of potential critical (P2) incident (from incident logged)	1 hour	1.5 hours	3 hours	1	10
CFS-14	Problem Management	Proactive	Time to create a proactive problem ticket based on warning events generated by monitoring tools	2 business days	5 business days	7 business days	1	5
CFS-15		RCA Reports	Maximum time to submit the Root Cause Analysis Report (from resolution of P1 and P2 incident)	10 business days	15 business days	20 business days	1	5
CFS-16	Risk and Compliance Management	Risks	Percentage (%) of Risks and Non-conformances successfully mitigated against the total	98%	95%	90%	1	0

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Service Level ID (KPI Ref #)	Service Category	Description of the main service KPIs		Target service level	Defective service level	Material Default service level	Measurement period (months)	Weighting percentage
CFS-17		Audits	Number of repeat audit findings	0	1	2	3	5
CFS-18			Percentage (%) of Audit Findings successfully mitigated against the total	98%	95%	90%	3	0
CFS-19	Customer Satisfaction	Overall Minimum percentage of satisfied end users across Eskom Suppliers based on Service Desk survey		90%	80%	70%	1	0
CFS-20		Minimum percentage of satisfied users during annual survey for CFS		95%	90%	85%	12	5
CFS-21		Overall Minimum percentage of satisfied end users - for CFS (based on end of calls - Service Desk survey)		95%	90%	85%	1	5
CFS-22	Supplier Relationship	Supplier satisfaction rating for CFS		90%	80%	70%	12	5
CFS-23	Back-end devices for Cross-Functional services	Availability	Availability – Capacity Management System	99.50% 24x7	98.50% 24x7	97.00% 24x7	1	5
CFS-24			Availability – Configuration Management System	99.50% 24x7	98.50% 24x7	97.00% 24x7	1	15

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Service Level ID (KPI Ref #)	Service Category	Description of the main service KPIs		Target service level	Defective service level	Material Default service level	Measurement period (months)	Weighting percentage
CFS-25			Availability – Knowledge Management System	98.5% 10x7 (Excluding Public holidays)	98.50% 10x7	97.00% 10x7	1	5

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