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3. Operational Performance

3.1. Service Level KPI Outcomes – January – March 2025

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SL2 – Live Chat Responsiveness

N/A – Once SL2 is live, it will be monitored and recorded accordingly.

SL3 – Portal Request Responsiveness

	Jan-25	Feb-25	Mar-25
Offline Changes Volume	3,902	4,980	6,371

Requests for cancellations and changes correctly actioned within 24hours of receipt, measured daily.

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	Jan-25	Feb-25	Mar-25
# of days where a routine request was actioned > 24 hours	2	6	7

SL4 – Booking Confirmation

TBA – Once SL4 is agreed upon, it will be monitored and recorded accordingly.

SL5 – Service and System Availability

1) Phone, email and chat services – 99.5% uptime, measured monthly.

	Jan-25	Feb-25	Mar-25
Phone	100%	100%	100%
Email	100%	100%	100%
Chat	N/A	N/A	N/A

2) OBT, Customer Portal and Reporting Tool – 99.5% uptime, measured monthly. [OBJ]

	Jan-25	Feb-25	Mar-25
OBT	99.95%	99.94%	99.93%
Customer Portal	100%	100%	100%
Reporting Tool	100%	100%	100%

SL6 – Data and Reporting

a) Accuracy – measured monthly.

	Jan-25	Feb-25	Mar-25
# of Reported Data accuracy issues in monthly data files submitted to finance	1	0	0

b) Timeliness

	Jan-25	Feb-25	Mar-25
Monthly data files submitted to finance with SLA timeline?	No	No	Yes

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SL7 – Issue Management (Jira)

1) **Acknowledgment – 100% of issues lodged through the Customer Portal (Jira) to be acknowledged within 24 hours of receipt, measured monthly.**

	Jan-25	Feb-25	Mar-25
Jira Automation applied, whereby every ticket receives instant acknowledge and trackable ticket reference	Yes	Yes	Yes

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SL8 – WoAG Administration Fees

a) **Collection of WoAG Admin Fee measured Monthly.**

	Jan-25	Feb-25	Mar-25
WoAG Admin Fee Robotics Successfully Applied?	Yes	Yes	Yes

b) **Payment of WoAG Admin Fee - measured monthly.**

	Jan-25	Feb-25	Mar-25
WoAG Admin Fee paid to Finance by the second business day of each month.	Yes Paid: 04/01/25	Yes Paid: 04/03/25	Yes Paid: 02/04/25