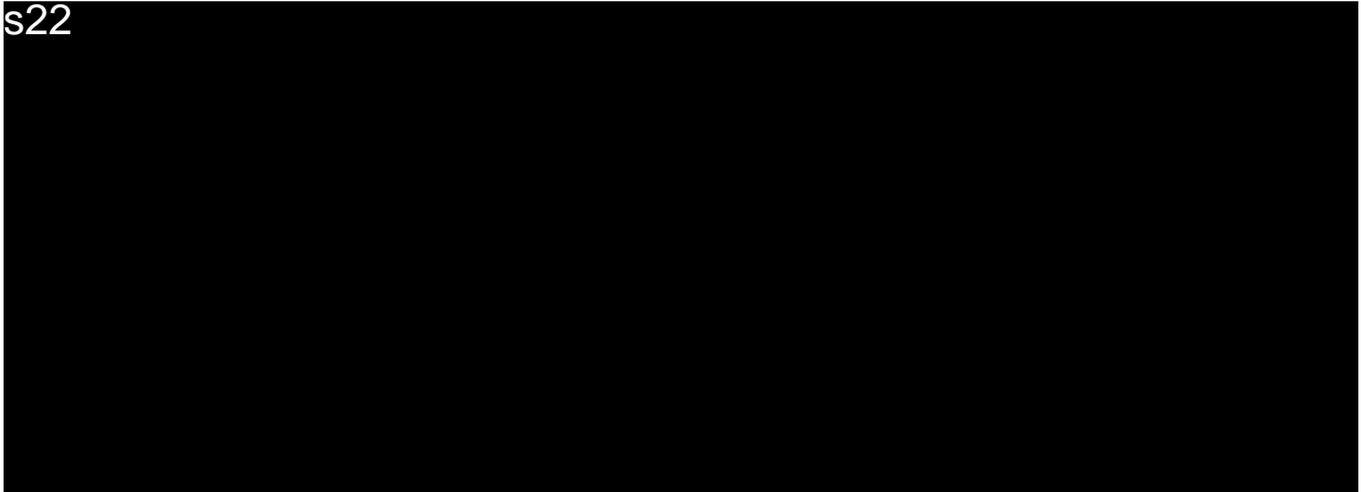




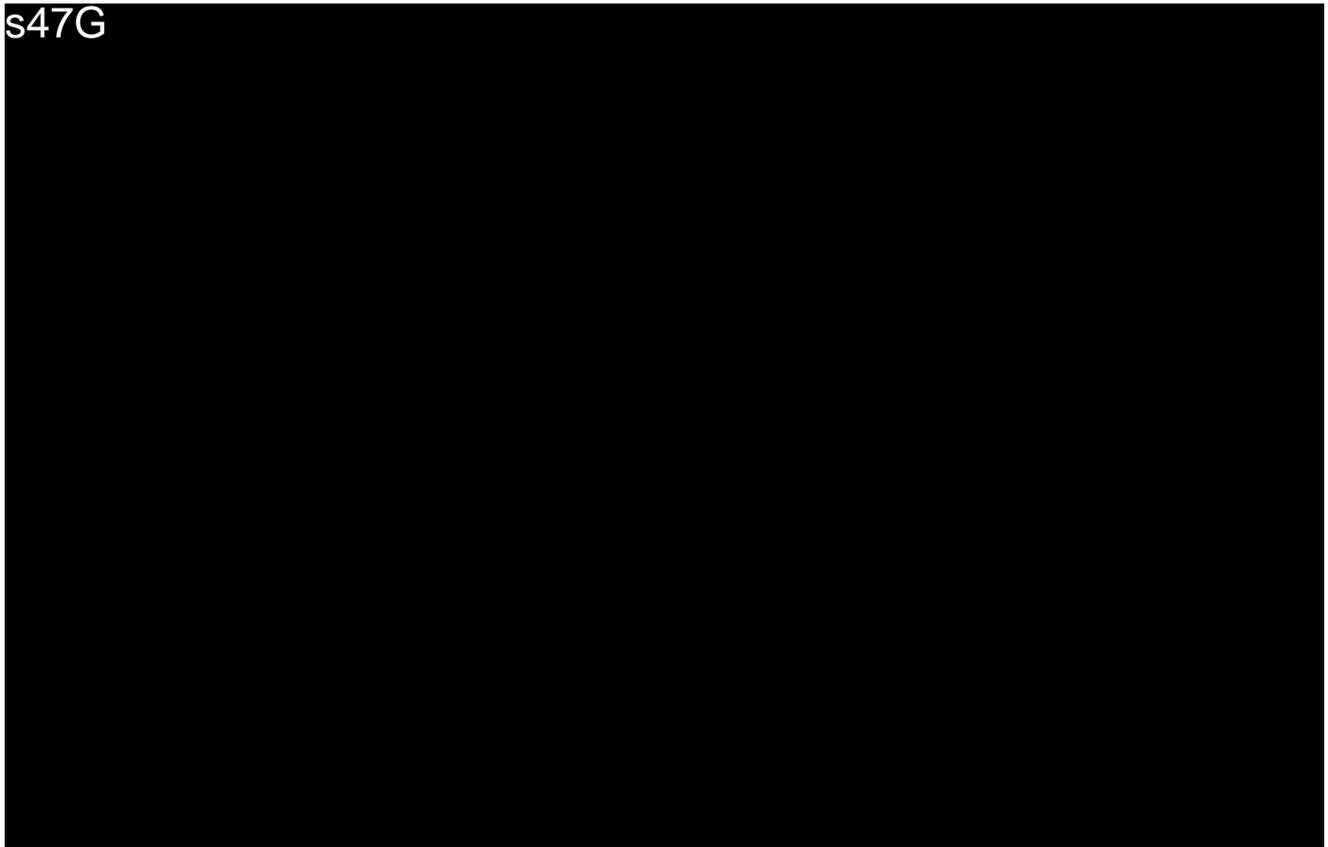
s22



3. Operational Performance

3.1. Service Level KPI Outcomes – April – June 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

	Apr-25	May-25	Jun-25
Offline Changes Volume	5,459	5,669	6,322

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

	Apr-25	May-25	Jun-25
# of days where a routine request was actioned > 24 hours	5	7	5

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.

	Apr-25	May-25	Jun-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. ^(OBT)

	Apr-25	May-25	Jun-25
OBT	95.92%	99.74%	99.86%
Customer Portal	100%	100%	100%
Reporting Tool	100%	100%	100%

SL6 – Data and Reporting

a) Accuracy – measured monthly.

	Apr-25	May-25	Jun-25
# of Reported Data accuracy issues in monthly data files submitted to finance	0	0	0



b) Timeliness

	Apr-25	May-25	Jun-25
Monthly data files submitted to finance with SLA timeline?	No	Yes	Yes

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.

	Apr-25	May-25	Jun-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.

	Apr-25	May-25	Jun-25
WoAG Admin Fee Robotics Successfully Applied?	Yes	Yes	Yes



b) Payment of WoAG Admin Fee - measured monthly.

	Apr-25	May-25	Jun-25
WoAG Admin Fee paid to Finance by the second business day of each month.	Yes Paid: 02/05/2025	Yes Paid: 03/06/2025	Yes Paid: 02/07/2025

SL9 – ABSTUDY

Stat TBA – If SL9 can be measured, it will be monitored and recorded accordingly.

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