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## SERVICES SCHEDULE

### ICT and Data Services

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#### 1. Background

- (a) This Services Schedule:
- (i) is made under the Roles and Responsibilities Agreement entered into between DPE Water (formerly DPIE Water), NRAR, WAMC and Water NSW on or about 30 June 2021 (the “**Roles and Responsibilities Agreement**”); and
  - (ii) sets out the respective Roles and Responsibilities, rights, entitlements, and obligations of each party in respect of:
    - (A) Water NSW Services relating to ICT and Data services to be provided to DPE Water, NRAR and/or WAMC (as applicable) (together, the “**Water NSW ICT and Data Services**”); and
    - (B) DPE Water Services relating to ICT and Data services to be provided to Water NSW, NRAR and/or WAMC (as applicable) (together, the “**DPE ICT and Data Services**”).
- (b) Unless the context requires otherwise, capitalised terms used in this Services Schedule:
- (i) have the meanings given in Annexure A: Definitions; and
  - (ii) otherwise have the same meaning as in the Roles and Responsibilities Agreement, except that any references to “DPIE Water”, “DPIE” and “Department of Planning, Industry and Environment” in the Roles and Responsibilities Agreement will be taken to be references to “DPE Water”, “DPE” and “Department of Planning and Environment”, respectively.

#### 2. WaterNSW ICT and Data Services

- (a) The parties acknowledge and agree that:
- (i) for the purposes of clause 5.5(a) of the Roles and Responsibilities Agreement, their respective Roles and Responsibilities, rights, entitlements and obligations in respect of the WaterNSW ICT and Data Services (that, for clarity fall within the scope and scale of the activities covered by the WAMC Price Determination and/or are otherwise funded through the Relative Share) are set out in Annexure A of this Services Schedule;
  - (ii) as at the date of this Services Schedule:
    - (A) none of the WaterNSW ICT and Data Services are to be undertaken or performed by Water NSW as Additional Services; and
    - (B) in the event that DPE Water, NRAR and/or WAMC require Water NSW Services (that are the same as, or of a similar nature to, the services described in clauses 2(a) of this Service Schedule that are in addition to the WaterNSW ICT and Data Services, then such additional Water NSW Services will be requested, procured, undertaken and performed as

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Additional Services in accordance with the process set out in clauses 6.1 and 6.2 of the Roles and Responsibilities Agreement; and

- (b) in respect of the WaterNSW ICT and Data Services this Services Schedule will be binding on the parties on and from the date contemplated in paragraph 4(b) below, and clause 5.6 of the Roles and Responsibilities Agreement will thereafter no longer apply to the WaterNSW ICT and Data Services.

### **3. DPE ICT and Data Services**

- (a) The parties acknowledge and agree that:
- (i) for the purposes of clause 5.5(a) of the Roles and Responsibilities Agreement, their respective Roles and Responsibilities, rights, entitlements and obligations in respect of the DPE ICT and Data Services (that, for clarity fall within the scope and scale of the activities covered by the WAMC Price Determination and/or are otherwise funded through the Relative Share) are set out in Annexure B of this Services Schedule;
  - (ii) as at the date of this Services Schedule:
    - (A) none of the DPE ICT and Data Services are to be undertaken or performed by DPE Water as Additional Services; and
    - (B) in the event that Water NSW requires DPE Water Services (that are the same as, or of a similar nature to, the services described in clauses 3(a) above) that are in addition to the DPE ICT and Data Services, then such additional DPE Water Services will be requested, procured, undertaken and performed as Additional Services in accordance with the process set out in clauses 6.1 and 6.2 of the Roles and Responsibilities Agreement; and
- (b) in respect of the DPE ICT and Data Services, this Services Schedule will be binding on the parties on and from the date contemplated in paragraph 4(b) below, and clause 5.6 of the Roles and Responsibilities Agreement will thereafter no longer apply to the DPE ICT and Data Services; and

### **4. Co-operation**

Consistent with clause 2.4 of the Agreement, each party must:

- (a) co-operate with the other parties in good faith so that the ICT and Data Services developed, implemented, changed or decommissioned by each party do not impact the current state business functions or business continuity of the other parties without the approval of the Steering Group;
- (b) advise the other parties through the Steering Group if its policies, processes or business service change plans are likely to impact the undertaking of ICT and Data Services under this Schedule; and
- (c) submit a change management plan to the Steering Group if it proposes to make any changes to its operations which may impact the undertaking of ICT and Data Services under this Schedule.

### **5. JAICT Steering Committee**

- (a) The parties have established and will maintain a JAICT Steering Committee that meets monthly to do the following (including but not limited to):
  - (i) monitor the delivery of all activities to design, build and implement changes and monitor ongoing operational activities;

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- (ii) report to the Steering Group in relation to matters arising under this Schedule;
  - (iii) carry out the functions:
    - (A) allocated to the JAICT Steering Committee under this Schedule;
    - (B) delegated to the JAICT Steering Committee by the Steering Group; or
    - (C) agreed by the parties to be carried out by the JAICT Steering Group.
  - (b) The JAICT Steering Committee will agree its own terms of reference, procedures for frequency and timing of meetings and exchange of information between members and any other matters that the parties consider necessary from time to time.
  - (c) The JAICT Steering Committee will be comprised of members from DPE Water, NRAR and WaterNSW.

## **6. Additional Services and Service Changes**

### **6.1 Requesting Service Contracts for ICT and Data Services**

Unless otherwise agreed between the parties, any third-party suppliers engaged by a Service Provider will be engaged under the NSW Government ICT Services Scheme.

### **6.2 Scope Requirements for Service Contracts for ICT and Data Services**

- (a) Each Service Contract for ICT and Data Services must:
  - (i) define the scope for all activities as part of the full development and product lifecycle including implementation and ongoing operations. This includes but is not limited to all activities to approve scope and requirements, design, build and implement activities, change management, training, implementation, communication and ongoing operations to run the new services or solution related to the ICT and Data Services;
  - (ii) define all activities and responsibilities to operationalise and run ICT and Data Services that are developed including but not limited to business continuity plans and disaster recovery; support desk; risk and issue management; support processes and services; ongoing maintenance; and problem management;
  - (iii) define and agree a service level agreement, where relevant, and the method to monitor performance using an industry best practice framework such as the NSW Government ICT Services Scheme or Information Technology Infrastructure Library (ITIL); and
  - (iv) assign responsibilities for data migration and system decommissioning.
- (b) The Requesting Party must submit the proposed scope for the ICT and Data Services to the JAICT Steering Committee for approval prior to entering into a Service Contract for ICT and Data Services.
- (c) The JAICT Steering Committee may:
  - (i) review the proposed scope for ICT and Data Services submitted under clause 6.2(b) of this Schedule; and
  - (ii) reject the proposed scope if it is not satisfied that the delivery activities are not adequately planned, or responsibilities have not been appropriately allocated
- (d) If any proposed scope is rejected by the JAICT Steering Committee, the Requesting Party must submit an amended scope to the JAICT Steering Committee.

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- (e) The parties must not enter into a Service Contract for ICT and Data Services unless the proposed scope has been approved by the JAICT Steering Committee under this clause 6.2.

### **6.3 Additional Service Development Costs**

- (a) Unless otherwise agreed between the parties:
  - (i) ICT and Data Services are to be delivered within the funding envelope determined by iPART and as at the date of this Schedule have not changed from the services to be delivered by each party under the Deed of Business Transfer; and
  - (ii) the Requesting Party under the relevant Service Contract will be responsible for development costs in respect of Additional Services under a Service Contract relating to ICT and Data Services.

### **6.4 ICT and Data Services that are Additional Services**

In accordance with clause 5.4 of the Agreement, if, and to the extent that, any ICT and Data Services are not within the scope and scale of the WAMC Price Determination, then the relevant ICT and Data Services will be undertaken or performed by the respective parties as Additional Services.

## **7. Data access and sharing**

- (a) To the extent that the WaterNSW ICT and Data Services or the DPE ICT and Data Services:
  - (i) involve, or require, a party to the Roles and Responsibilities Agreement to give access to its Data or to sharing its Data with any other party to the Roles and Responsibilities Agreement; and
  - (ii) a Data Sharing Agreement has not been entered into in respect of the relevant Data as at the date of this Services Schedule,

then, consistent with clauses 7.1(a)(iii) and 7.1(c) of the Roles and Responsibilities Agreement, the relevant parties will work together to vary a Data Sharing Agreement or enter into a Data Sharing Agreement in respect of the relevant Data by not later than the date that is 90 calendar days following the date of this Services Schedule (or such longer period as may be agreed by the parties). For clarity, a party is not required or obliged to provide access to, or share, its Data until such time as this requirement has been satisfied or required by law or enforcement activity (such as NRAR legislative or compliance activity).

- (b) If there is any inconsistency between the provisions of this Schedule relating to data sharing and the provisions of a Data Sharing Agreement, the provisions of the relevant Data Sharing Agreement will prevail unless otherwise agreed in writing by the parties.

## **8. Approval of Services Schedule by Steering Group**

- (a) By signing below, the Steering Group Representative of each party who has Roles and Responsibilities arising from, or is affected by, this Services Schedule indicates their approval of this Services Schedule.
- (b) In accordance with clause 5.5(b) of the Roles and Responsibilities Agreement, this Services Schedule will constitute an Approved Services Schedule on and from the date that the last Steering Group Representative signs this Services Schedule.

Signed and approved by the Steering Group:

Steering Group Representative	Party	Date
_____ Name: Position:	DPIE Water	
_____ Name: Position:	Water NSW	
_____ Name: Position:	NRAR	
_____ Name: Position:	WAMC	

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## Annexure A: Definitions

In this Services Schedule, unless the context indicates otherwise:

**Application Services** means services which involve the Service Provider:

- (c) providing the Requesting Party access to an application system that is registered as a Service Catalogue Item in the Service Catalogue;
- (d) responding to and resolving requests made by a Requesting Party with respect to the applications; and
- (e) responding to and resolving incidents reported by a Requesting Party with respect to the applications.

**Data Services** means services which involve the relevant Service Provider:

- (a) providing the Requesting Party access to Data through mechanisms other than providing access through a catalogued application:
- (b) responding to and resolving requests made by a Requesting Party with respect to the Data; and
- (c) responding to and resolving incidents reported by a Requesting Party with respect to the Data.

**DPE ICT and Data Services** means the ICT and Data Services to be performed by DPE.

**DPE Water Application Items** means the following applications and systems:

- (a) (Oracle) Enterprise Database Production data feed & sections owned by DPEW (Service Catalogue P3);
- (b) Industry View and components (N29);
- (c) XML Service - Water Information API service (FM4A);
- (d) Water Information, Reporting & Extraction (WIRE) (FM4.3);
- (e) Batch Process (Water Accounting) (O4);
- (f) Environmental Water Portal (FM1.5.2);
- (g) Environmental Water Register (FM1.5.2);
- (h) Clustering (Associating Water Accounts to Clusters of Properties) (P2);
- (i) Compliance Module Tool (Water Sense - E leaf) (FM2.1);
- (j) C&R Portal (L&A ePlanning Portal) (N33);
- (k) COHAR (Coastal Harvestable Rights notification database) (P1);
- (l) Water Resource Accounting System – WISKI (O2);
- (m) Hydroline Spatial Data Feeds (N25);
- (n) Over Drawn Account (FM4 g);
- (o) Approval Extensions Online (FM1.10); and

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(p) Systems, Infrastructure and Technical Services (TS2 to 4)

(q) Citrix Services (FM9.1.1, FM9.1.2, FM9.1.3, FM91.1.4)

**JAICT Steering Committee** is the Joint Agency Information Communication and Technology Steering Committee that reports to the RRA Steering Group provides strategic oversight technology and data projects and initiatives that impact WaterNSW, NRAR, DPE Water and DPE Digital Information Office.

**Incident Request** means notification, by a Requesting Party user or other authorised Requesting Party authorised individual, to the Provider, of an incident impacting the delivery of ICT and Data Services under this Schedule.

**Report** means that the Provider has provided a report, as described in this document, of the extent to which Service Levels have been met for the targeted service within the agreed standard reporting timeframe and frequency.

**Respond** in relation to:

(a) WaterNSW Application access issues, means that within the Service Level timeframe, the Service Provider has communicated to the Requesting Party regarding unavailability of the Application Service and confirms that the Service Provider has initiated a process to complete (Resolve) the request.

(b) Service Requests, means the time between receipt of the Service Request by the Provider in the agreed service management system or email address and response sent by the Provider to the Requesting Party from the agreed service management system or email address indicating that the Service Request has been completed or rejected.

**Resolve** means that the Service Provider will remediate unavailability of the Application Service within the timeframes defined in the table in paragraph 4(e) of Annexure B or paragraph 4(e) of Annexure C as applicable.

**Service Requests** means:

(c) adding a new user; or

(d) removing an existing user; or

(e) modifying the details of an existing user;

(f) Authorised Reporting upon user activity; or

(g) modifying the functionality of an Application Service through a change request for current application within the funding envelope.

**Service Catalogue** means the list of technology, solutions and service which including those shared between DPE Water, NRAR and/or Water NSW. The documents titled 'DPE Water and DIO Service Catalogue Extract October 2022.pdf' and 'Water NSW Service Catalogue Extract October 2022.pdf' which will be updated from time to time.

**Systems Metadata** means data which is embedded in the Service Provider systems and unable to be separated and transferred to the Requesting Party, where that data:

(a) is generated automatically in the course of operating any business and systems; and

(b) does not relate specifically to any NSW Government agency or entity – including any data relating to operation, facilities, customers, clients, personnel, assets or programs.

**Systems and Infrastructure** means:

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- (a) Infrastructure Services (On Premise and Cloud Compute, Storage and Hosting Services);
  - (b) Network Services (WAN, LAN & On-Premise Hosting Networking);
  - (c) Oracle Database Services; and
  - (d) SQL Server Database Services.

**Technical Services** means services which involve the Service Provider:

- (a) providing the Requesting Party access to the Systems and Infrastructure;
- (b) responding to and resolving requests made by a Requesting Party with respect to the Systems and Infrastructure; and
- (c) responding to and resolving incidents reported by a Requesting Party with respect to the Systems and Infrastructure.

**WaterNSW ICT and Data Services** means the ICT and Data Services to be performed by WaterNSW.

**WaterNSW Applications** means the following applications and systems:

- (a) Water Licencing System and Enterprise Database (EDBP) sections owned by Water NSW (FM4.1)
- (b) Water Accounting System WAS (N34)
- (c) Licence Administration System LAS (FM1.2)
- (d) Data Acquisition System (Metering) (FM 3.2)
- (e) Water Quality Database (FM6.1)
- (f) CARM – River operation spreadsheets but excluding the application (FM7.4)
- (g) CAIRO – River operation spreadsheets but excluding the application (FM7.4)
- (h) Power BI reporting (Various reports for example Water Quality) (P4)
- (i) Power BI reporting (Various compliance reports) (Service Catalogue FM6.1)

but excludes Service Catalogue items not provided by WaterNSW or used by DPE Water and NRAR as at the date of this Services Schedule.



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## Annexure B: Relevant Water NSW Services to DPE Water and NRAR

The following Annexure B comprises the requirements for the WaterNSW ICT and Data Services.

### 1. Systems

WaterNSW must make the WaterNSW Applications available for use by the Requesting Parties in accordance with the terms of this Schedule.

### 2. Service Provider responsibilities

WaterNSW must:

- (a) make the specified application available for authorised users to access using agreed technologies and mechanisms during for a minimum of a daily average of 95%.
- (b) ensure that the application and the data provided through access to the application is accurate, complete and secure in accordance with any standards set out in this Agreement, set out in any relevant Data Sharing Agreement or otherwise agreed in writing between the parties.
- (c) address each Service Request made by a Requesting Party as soon as possible but in any event no later than as if it was of Moderate Priority in the table below. WaterNSW agrees to target a resolution of a minimum of 80% of Service Requests resolved within 5 Business Days.

### 3. Requesting Party Responsibilities

The Requesting Party:

- (a) must use the WaterNSW Applications and its data in accordance with any standards or conditions set out in this Agreement, set out in any relevant Data Sharing Agreement or otherwise agreed in writing between the parties.
- (b) may at any time during the Term, submit a Service Request or an Incident Request to the Service Provider's representative (as notified to the Requesting Party from time to time) as at the date of this Services Schedule being:

where the Requesting Party is **DPE Water**, sending an email to [mywaterNSW.dpe.requests@waterNSW.com.au](mailto:mywaterNSW.dpe.requests@waterNSW.com.au); and

where the Requesting Party is **NRAR**, sending an email to [myWaterNSW.customerandcommunity@WaterNSW.com.au](mailto:myWaterNSW.customerandcommunity@WaterNSW.com.au).

- (c) will ensure that only Requesting Party authorised and approved requests are submitted by a Requesting Party to Water NSW. It is a Requesting Party responsibility to ensure that any requests passed to WaterNSW have been authorised by the Requesting Party; and
- (d) will ensure that the correct priority is assigned to an Incident Request before submission to WaterNSW.

### 4. Service Priorities

- (a) WaterNSW agrees to make the WaterNSW Applications Available for a minimum of a daily average of 95% of the time during Business Hours.
- (b) WaterNSW agrees to target to Resolve access issues notified as an Incident Request as above during Business Hours in accordance with the Water NSW Incident Respond and Resolve Table below.
- (c) WaterNSW agrees to target resolving unavailability of DPE Water Items within 1 Business Day. Water NSW agrees to target responding to Service Request within the timeframe specified in column 2 of the Water NSW Incident Respond and Resolve Table below.

WaterNSW agrees to target resolving the Service Request within a further period specified in the respond column.

- (d) WaterNSW agrees to target responding to Incident Requests within the timeframe specified in column 2 of the table below. WaterNSW agrees to target resolving the Incident Request within the timeframe specified in column 3 of the table below.

**(e) Table: Water NSW Incident Respond and Resolve**

Priority Type	Time to respond (Target)	Resolution (Target)	Examples
Low priority	24 hours	90% of Incident Requests resolved within 5 Business Days	Non-essential system set up changes; no compliance impact. Not time sensitive.
Moderate priority	4 Business Hours	90% of Incident Requests resolved within 3 Business Days	Notification of image/data capture issues / trends Non-critical general, operational and technical enquiries A request made as part of a normal business process within the Requesting Party Time sensitive but not urgent
High priority	1 Business Hour	90% of Incident Requests resolved within 2 Business Days	Issues affecting multiple user access; affecting business operation which prevents accessing software or where functionality is restricted but a feasible workaround exists The operation of the Requesting Party may be impacted or impaired Urgent request and requires a response as soon as possible
Emergency priority	1 Business Hour	95% of Incident Requests resolved within 8 Business Hours	Business critical issues which prevent the majority of users accessing the system or where functionality is materially restricted with no feasible workaround. Actual damage or injury to people or property or significant impact upon the operation of the Requesting Party may occur Extremely urgent request and requires the highest level of responsiveness

The parties agree to use their best endeavours to amend the current agreements including Data Sharing Agreements and MOUs to specify specific SLAs, standards and metrics for transparency, accuracy, quality, continuity and timeliness.

**5. Service Levels – Report**

WaterNSW agrees to provide each month unless otherwise agreed in writing the other parties a monthly report agreed detailing the following information:

- (a) In respect of WaterNSW Applications:
- i) The number of business days (specifying whole and part days) within the month that each of the WaterNSW Applications have been available for use by the Requesting Parties

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- ii) The time it took the Service Provider to resolve issues relating to the access to the WaterNSW Applications by the Requesting Parties (measured as the time in minutes from when a WaterNSW Application becomes unavailable to the time it becomes available)
  - iii) The difference between the targeted resolve time and the actual resolve time and any impacts that affected the outcomes.
  - iv) Any WaterNSW Application which unavailable during the monthly reporting period.
  - v) Analysis about the cause of any critical outages
  - vi) Identify any known upcoming outages that might affect the Requesting Parties access to the WaterNSW Applications
  - vii) Any new applications that may be available to the Requesting Parties.
- (b) In respect of Service Requests:
- i) Number of Service Requests for each service priority level for each Requesting Party
  - ii) Number of Service Requests not meeting the agreed Respond or Resolve service level for each service priority level within each Requesting Party
  - iii) Actual Respond and Resolve duration for each Service Request not meeting the agreed service levels
  - iv) Identification of specific outstanding requests not yet Resolved.
- (c) In respect of Incident Requests:
- i) Number of Incident Requests for each service priority level within each Requesting Party
  - ii) Number of Incident Requests not meeting the agreed Respond or Resolve service level for each service priority level within each Requesting Party
  - iii) Actual Respond and Resolve duration for each Incident Request not meeting the agreed service levels
  - iv) Identification of specific outstanding requests not yet Resolved.
  - v) An audit log should be made available on request providing details of Incident Requests with details which include as a minimum the Requestor, Priority, Resolver, Status, time logged, time closed and description.
- (d) For the purposes of this clause 5:
- i) **Respond** time will be measured as the time between receipt of the Service or Incident Request by WaterNSW in the agreed service management system or email address and response sent by WaterNSW from the agreed service management system or email address.
  - ii) **Resolve** time will be measured as the time between receipt of the Service or Incident Request by WaterNSW in the agreed service management system or email address and response sent by WaterNSW to the Requesting Party from the agreed service management system or email address indicating that the Service or Incident Request has been completed or rejected.

## 6. Incident Requests

- (a) WaterNSW will
- i) within the agreed timeframes and in accordance with the agreed Service Levels described in this Schedule, fulfill an Incident Request by a Requesting Party; and
  - ii) provide accurate and timely reporting on Service Levels as described in this Schedule.

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## Annexure C: Relevant DPE and NRAR Water Services (ICT and Data services)

### 1. Systems

DPE Water must make the DPE Water Application Items available for use by the Requesting Parties in accordance with the terms of this Schedule.

### 2. Service Provider Responsibilities

DPE Water will:

- (a) make the specified application available for authorised users to access using agreed technologies and mechanisms during the times and dates as described below;
- (b) ensure that the application and the data provided through access to the application is accurate, complete and secure in accordance with any standards set out in this Agreement, set out in any relevant Data Sharing Agreement or otherwise agreed in writing between the parties.
- (c) within the agreed timeframes and in accordance with the agreed Service Levels described in this document, make available the DPE Water Application Items.
- (d) provide accurate and timely reporting on Service Levels as described in this Schedule.

### 3. Requesting Party Responsibilities

The Requesting Party will:

- (a) use the DPE Water Application Items and its data in accordance with any standards or conditions set out in this Agreement, set out in any relevant Data Sharing Agreement or otherwise agreed in writing between the parties.
- (b) may at any time during the Term, submit a Service Request or an Incident Request to the Service Provider's representative (as notified to the Requesting Party from time to time) as at the date of this Services Schedule being:

where the Requesting Party is **WaterNSW**, sending an email from [Service.Desk@WaterNSW.com.au](mailto:Service.Desk@WaterNSW.com.au) to [cspconnect@service-now.com](mailto:cspconnect@service-now.com); and

where the Requesting Party is **NRAR**, sending a request via the CS Connect (ServiceNow) portal.

- (c) will ensure that only Requesting Party authorised and approved requests are submitted by a Requesting Party to DPE Water. It is the Requesting Party responsibility to ensure that any requests passed to DPE Water have been authorised by the Requesting Party; and
- (d) will ensure that the correct priority is assigned to an Incident Request before submission to DPE Water.

### 4. Service Priorities

- (a) DPE Water agrees to make the DPE Water Items available to the Requesting Parties for the target availability a minimum daily average of 95% during Business Hours.
- (b) DPE Water agrees to target resolving unavailability of DPE Water Application Items within 1 Business Day.
- (c) DPE Water agrees to target responding to Service Request within the timeframe specified in column 2 of the DPE Water Incident Respond and Resolve table below. DPE Water agrees

to target resolving the Service Request within a further period specified in the Respond column.

- (d) DPE Water agrees to target responding to Incident Requests within the timeframe specified in column 2 of the table below. DPE Water agrees to target resolving the Incident Request within the timeframe specified in column 3 of the table below.

(e) **Table: DPE Water Incident Respond and Resolve**

Priority Type	Time to respond (Target)	Resolution (Target)	Examples
<b>Low priority</b>	24 hours	90% of Incident Requests resolved within 5 Business Days	Non-essential system set up changes; no compliance impact. Not time sensitive.
<b>Moderate priority</b>	4 Business Hours	90% of Incident Requests resolved within 3 Business Days	Notification of image/data capture issues / trends Non-critical general, operational and technical enquiries A request made as part of a normal business process within the Requesting Party Time sensitive but not urgent
<b>High priority</b>	1 Business Hour	90% of Incident Requests resolved within 2 Business Days	Issues affecting multiple user access; affecting business operation which prevents accessing software or where functionality is restricted but a feasible workaround exists The operation of the Requesting Party may be impacted or impaired Urgent request and requires a response as soon as possible
<b>Emergency priority</b>	1 Business Hour	95% of Incident Requests resolved within 8 Business Hours	Business critical issues which prevent the majority of users accessing the system or where functionality is materially restricted with no feasible workaround Actual damage or injury to people or property or significant impact upon the operation of the Requesting Party may occur Extremely urgent request and requires the highest level of responsiveness

**5. Service Level – Reports**

DPE Water agrees to provide each month unless otherwise agreed in writing the other parties a report detailing the following information:

- (a) In respect of DPE Water Application Items:
- i) The number of business days (specifying whole and part days) within the month that each of the DPE Water Items have been available for use by the Requesting Parties
  - ii) The time it took the Service Provider to resolve issues relating to the access to the DPE Water Items by the Requesting Parties (measured as the time in minutes from when a DPE Water Item becomes unavailable to the time it becomes available)
  - iii) The difference between the targeted resolve time and the actual resolve time and any impacts that affected the outcomes.

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- iv) Any DPE Water Item which is unavailable during the monthly reporting period.
  - v) Analysis about the cause of any critical outages
  - vi) Identify any known upcoming outages that might affect the Requesting Parties access to the DPE Water Application Items
  - vii) Any new applications that may be available to the Requesting Parties.
- (b) In respect of Service Requests:
- i) Number of Service Requests for each service priority level for each Requesting Party
  - ii) Number of Service Requests not meeting the agreed Respond or Resolve service level for each service priority level within each Requesting Party
  - iii) Actual Respond and Resolve duration for each Service Request not meeting the agreed service levels
  - iv) Identification of specific outstanding requests not yet Resolved.
- (c) In respect of Incident Requests:
- i) Number of incidents for each service priority level within each Requesting Party
  - ii) Number of incidents not meeting the agreed Respond or Resolve service level for each service priority level within each Requesting Party
  - iii) Actual Respond and Resolve duration for each Incident Request not meeting the agreed service levels
  - iv) Identification of specific outstanding requests not yet Resolved.
  - v) An audit log should be made available on request providing details of incident request including Requestor, Priority, Resolver, Status, time logged, time closed and description.)
- (d) In respect of DPE Water Technical Services:
- i) available time for each DPE Water Technical Service.
  - ii) actual Resolve time for remediation of any DPE Water Technical Service unavailability.
  - iii) identification of DPE Water Technical Service unavailability not yet Resolved.
- (e) For the purposes of this clause 5:
- iii) **Respond** time will be measured as the time between receipt of the Service or Incident Request by DPE Water in the agreed service management system or email address and response sent by DPE Water from the agreed service management system or email address.
  - iv) **Resolve** time will be measured as the time between receipt of the Service or Incident Request by DPE Water in the agreed service management system or email address and response sent by DPE Water to the Requesting Party from the agreed service management system or email address indicating that the Service or Incident Request has been completed or rejected.

## 6. Incident Requests

- (a) DPE Water will:
- iii) within the agreed timeframes and in accordance with the agreed Service Levels described in this Schedule, fulfill an Incident Request by a Requesting Party; and
  - iv) provide accurate and timely reporting on Service Levels as described in this Schedule.

## 7. DPE Water Technical Services

- (a) DPE Water must make the DPE Water Technical Services available to authorised users of the Requesting Parties for a daily average of 95% of Business Hours.
- (b) DPE Water will aim to resolve unavailability of DPE Water Technical Services within targets defined in the Table: DPE Water Incident Respond and Resolve.