Monthly Report - September 2023

sympli

Service Availability & Reliability

Availability
Target 100.00%
Actual 100.00%

Reliability (Core Hrs)
Target 99.80%
Actual 99.18%
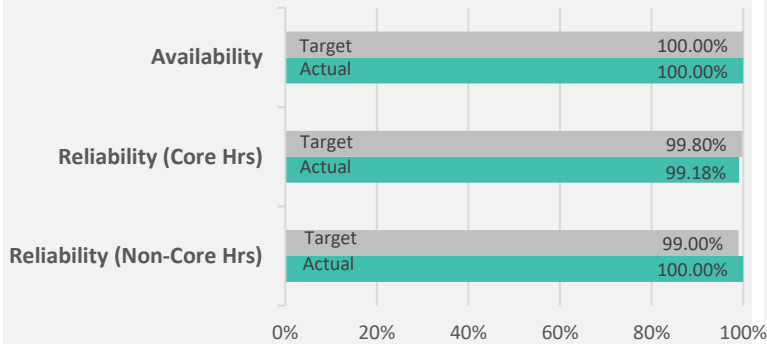
Reliability (Non-Core Hrs)
Target 99.00%
Actual 100.00%

0% 20% 40% 60% 80% 100%

Responsiveness & Resilience

- Average User Initiated Response Time (seconds): **0.032**
- No same root cause ELN disruptions within 6 months

Comments:

Nil

Scheduled Maintenance

- Friday 29/09/23 10pm to Monday 02/10/23 6am - No downtime

Comments:

- No unplanned maintenance

Management Performance

Incident Resolution
DR Situation: Nil
Non-DR Situation: 165 mins (core hrs)

Problem Identification
The cause of the outage was identified in 76 minutes

Comments:

- Unplanned Disruption: An unplanned outage lasting 165 minutes occurred on the Sympli ELN on Wednesday 13 September 2023

Complaints Management

General Complaints: 0

Justified: **0**   Resolved: **0**   Outstanding: **0**

Comments:

Subscriber Access & Registration Complaints: 0

Justified: **0**   Resolved: **0**   Outstanding: **0**

Comments:

Subscriber Training Complaints: 0

Justified: **0**   Resolved: **0**   Outstanding: **0**

Comments:

Key Terms & Measurements

Business day
A day that is not Saturday, Sunday, a public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done.

Core hours
6:00am to 10:00pm (AET) on each Business Day.

Non-Core hours
Any time outside Core Hours.

Subscriber
An eligible entity/user authorised to transact on Sympli ELNO Platform.

Complaints
Sympli meets its obligation to capture and track all enquiries and complaints received and uses all information for continuous improvement.

Availability
Sympli must be available to its Subscribers 24 hours per day, 7 days per week, 52 weeks per year, exclusive of Scheduled Maintenance.

Reliability
Sympli must be available during Service Availability Hours for:
 a. not less than 99.8% during Core Hours; and
 b. not less than 99% during Non-Core Hours.

Responsiveness
Time taken by Sympli to respond to an API gateway request.

System Resilience
Sympli must not be disrupted for the same root cause within a six-month period.

Scheduled Maintenance
All scheduled platform maintenance activity occurs outside Core Hours where Sympli has provided notice, including, but not limited to, system upgrades, implementation, functionality deployment or system upkeep.

Disaster Recovery (DR)
Sympli must be restored to full service availability within 4 hours when Sympli Business Continuity and Disaster Recovery Plan is invoked, and within 40 minutes when Business Continuity or Disaster Recovery plans are not invoked.

Problem Identification
Root Cause of each service disruption must be identified within agreed time frames.