

Service Category	Service	Service Owner	Service Common Name	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability July-25
Business Applications	Customer-Facing Account Enquiry Portal	Head of Ops	T24 TCIB	In-house	Business Critical	99.90%	GOLD	100.00%
	Customer-Facing PSD-2	Head of Ops	Maveric PSD-2	3rd Party Managed On Prem	Business Critical	99.90%	GOLD	100.00%

Service Category	Service	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability Aug-25
Business Applications	Customer-Facing Account Enquiry Portal	In-house	Business Critical	99.90%	GOLD	100.00%
	Customer-Facing PSD-2	3rd Party Managed On Prem	Business Critical	99.90%	GOLD	100.00%

Service Category	Service	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability September-25
Business Applications	Customer-Facing Account Enquiry Portal	In-house	Business Critical	99.90%	GOLD	100.00%
	Customer-Facing PSD-2	3rd Party Managed On Prem	Business Critical	99.90%	GOLD	100.00%