Service Category	Service	Service Owner	Criticality	SLA Target	Service Level	System Availability Janaury-22
T24	CORE BANKING	Head of Ops	Business Critical	99.90%	GOLD	99.69%
Business Applications	Customer-Facing Account Enquiry Portal	Head of Ops	Business Critical	99.90%	GOLD	100.00%
	Customer-Facing PSD-2	Head of Ops	Business Critical	99.90%	GOLD	100.00%

Service Category	Service	Service Owner	Criticality	SLA Target	Service Level	System Availability February-22
T24	CORE BANKING	Head of Ops	Business Critical	99.90%	GOLD	100.00%
Business Applications	Customer-Facing Account Enquiry Portal	Head of Ops	Business Critical	99.90%	GOLD	100.00%
	Customer-Facing PSD-2	Head of Ops	Business Critical	99.90%	GOLD	100.00%

Service Category	Service	Service Owner	Criticality	SLA Target	Service Level	System Availability March-22
T24	CORE BANKING	Head of Ops	Business Critical	99.90%	GOLD	99.94%
Business Applications	Customer-Facing Account Enquiry Portal	Head of Ops	Business Critical	99.90%	GOLD	100.00%
	Customer-Facing PSD-2	Head of Ops	Business Critical	99.90%	GOLD	100.00%