Service Category	Service	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability April -22
Business Applications	Customer-Facing Account Enquiry Portal	In-house	Business Critical	99.90%	GOLD	100.00%
	Application Programming Interface for third parties.	3rd Party Managed On Prem	Business Critical	99.90%	GOLD	100.00%

100% daily uptime and 0% downtime for the 'Application Programming Interface' for third parties.

Service Category	Service	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability May-22
Business Applications	Customer-Facing Account Enquiry Portal	In-house	Business Critical	99.90%	GOLD	100.00%
	Application Programming Interface for third parties.	3rd Party Managed On Prem	Business Critical	99.90%	GOLD	100.00%

100% daily uptime and 0% downtime for the 'Application Programming Interface' for third parties.

Service Category	Service	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability June-22
Business Applications	Customer-Facing Account Enquiry Portal	In-house	Business Critical	99.90%	GOLD	100.00%
	Application Programming Interface for third parties.	3rd Party Managed On Prem	Business Critical	99.90%	GOLD	100.00%

100% daily uptime and 0% downtime for the 'Application Programming Interface' for third parties.