

| Service Category | Service | Service Owner | Criticality | SLA Target | Service Level | System Availability December-24 |
|-----------------------|--|---------------|-------------------|------------|---------------|------------------------------------|
| 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% |