Service Category	Service	Cloud / In-house / Managed	Criticality	SLA Target	Service Level	System Availability January-24
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%