



01/11/2020	0	N/A	0	N/A	0	N/A	0	NA
02/11/2020	0	N/A	0	N/A	0	N/A	0	NA
03/11/2020	0	N/A	0	N/A	0	N/A	0	NA
04/11/2020	0	N/A	0	N/A	0	N/A	0	NA
05/11/2020	0	N/A	0	N/A	0	N/A	0	NA
06/11/2020	0	N/A	0	N/A	0	N/A	0	NA
07/11/2020	0	N/A	0	N/A	0	N/A	0	NA
08/11/2020	0	N/A	0	N/A	0	N/A	0	NA
09/11/2020	0	N/A	0	N/A	0	N/A	0	NA
10/11/2020	0	N/A	0	N/A	0	N/A	0	NA
11/11/2020	0	N/A	0	N/A	0	N/A	0	NA
12/11/2020	0	N/A	0	N/A	0	N/A	0	NA
13/11/2020	0	N/A	0	N/A	0	N/A	0	NA
14/11/2020	0	N/A	0	N/A	0	N/A	0	NA
15/11/2020	0	N/A	0	N/A	0	N/A	0	NA
16/11/2020	0	N/A	0	N/A	0	N/A	0	NA
17/11/2020	0	N/A	0	N/A	0	N/A	0	NA
18/11/2020	0	N/A	0	N/A	0	N/A	0	NA
19/11/2020	0	N/A	0	N/A	0	N/A	0	NA
20/11/2020	0	N/A	0	N/A	0	N/A	0	NA
21/11/2020	0	N/A	0	N/A	0	N/A	0	NA
22/11/2020	0	N/A	0	N/A	0	N/A	0	NA
23/11/2020	0	N/A	0	N/A	0	N/A	0	NA
24/11/2020	0	N/A	0	N/A	0	N/A	0	NA
25/11/2020	0	N/A	0	N/A	0	N/A	0	NA
26/11/2020	0	N/A	0	N/A	0	N/A	0	NA
27/11/2020	0	N/A	0	N/A	0	N/A	0	NA
28/11/2020	0	N/A	0	N/A	0	N/A	0	NA
29/11/2020	0	N/A	0	N/A	0	N/A	0	NA
30/11/2020	0	N/A	0	N/A	0	N/A	0	NA
<b>Monthly Total</b>	<b>0.00</b>	<b>N/A</b>	<b>0.00</b>	<b>N/A</b>	<b>0.00</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>

Date	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink	
	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time
01/11/2020	0	NA	0	NA	0	NA	0	NA
02/11/2020	0	NA	0	NA	0	NA	0	NA
03/11/2020	0	NA	0	NA	0	NA	0	NA
04/11/2020	0	NA	0	NA	0	NA	0	NA
05/11/2020	0	NA	0	NA	0	NA	0	NA
06/11/2020	0	NA	0	NA	0	NA	0	NA
07/11/2020	0	NA	0	NA	0	NA	0	NA
08/11/2020	0	NA	0	NA	0	NA	0	NA
09/11/2020	0	NA	0	NA	0	NA	0	NA
10/11/2020	0	NA	0	NA	0	NA	0	NA
11/11/2020	0	NA	0	NA	0	NA	0	NA
12/11/2020	0	NA	0	NA	0	NA	0	NA
13/11/2020	0	NA	0	NA	0	NA	0	NA
14/11/2020	0	NA	0	NA	0	NA	0	NA
15/11/2020	0	NA	0	NA	0	NA	0	NA
16/11/2020	0	NA	0	NA	0	NA	0	NA
17/11/2020	0	NA	0	NA	0	NA	0	NA
18/11/2020	0	NA	0	NA	0	NA	0	NA
19/11/2020	0	NA	0	NA	0	NA	0	NA
20/11/2020	0	NA	0	NA	0	NA	0	NA
21/11/2020	0	NA	0	NA	0	NA	0	NA
22/11/2020	0	NA	0	NA	0	NA	0	NA
23/11/2020	0	NA	0	NA	0	NA	0	NA
24/11/2020	0	NA	0	NA	0	NA	0	NA
25/11/2020	0	NA	0	NA	0	NA	0	NA
26/11/2020	0	NA	0	NA	0	NA	0	NA
27/11/2020	0	NA	0	NA	0	NA	0	NA
28/11/2020	0	NA	0	NA	0	NA	0	NA
29/11/2020	0	NA	0	NA	0	NA	0	NA
30/11/2020	0	NA	0	NA	0	NA	0	NA
<b>Monthly Average</b>	<b>0.00</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0.00</b>	<b>NA</b>	<b>0</b>	<b>NA</b>

Date	Out of Hours Support		Monitoring		Contingency Plans		Maintenance			
	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Hours - Priority 3 and 4	
01/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

22/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
<b>Monthly Average</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>NA</b>	<b>0</b>	<b>24 Hours</b>	<b>0</b>	<b>24 Hours</b>	<b>0</b>