



01/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
02/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
03/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
04/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
05/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
06/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
07/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
08/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
09/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
10/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
11/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
12/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
13/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
14/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
15/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
16/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
17/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
18/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
19/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
20/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
21/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
22/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
23/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
24/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
25/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
26/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
27/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
28/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
29/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
30/04/2020	0	N/A	0	N/A	0	N/A	0	N/A
<b>Monthly</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>	<b>0</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
01/04/2020	0	NA	0	NA	0	NA	0	NA
02/04/2020	0	NA	0	NA	0	NA	0	NA
03/04/2020	0	NA	0	NA	0	NA	0	NA
04/04/2020	0	NA	0	NA	0	NA	0	NA
05/04/2020	0	NA	0	NA	0	NA	0	NA
06/04/2020	0	NA	0	NA	0	NA	0	NA
07/04/2020	0	NA	0	NA	0	NA	0	NA
08/04/2020	0	NA	0	NA	0	NA	0	NA
09/04/2020	0	NA	0	NA	0	NA	0	NA
10/04/2020	0	NA	0	NA	0	NA	0	NA
11/04/2020	0	NA	0	NA	0	NA	0	NA
12/04/2020	0	NA	0	NA	0	NA	0	NA
13/04/2020	0	NA	0	NA	0	NA	0	NA
14/04/2020	0	NA	0	NA	0	NA	0	NA
15/04/2020	0	NA	0	NA	0	NA	0	NA
16/04/2020	0	NA	0	NA	0	NA	0	NA
17/04/2020	0	NA	0	NA	0	NA	0	NA
18/04/2020	0	NA	0	NA	0	NA	0	NA
19/04/2020	0	NA	0	NA	0	NA	0	NA
20/04/2020	0	NA	0	NA	0	NA	0	NA
21/04/2020	0	NA	0	NA	0	NA	0	NA
22/04/2020	0	NA	0	NA	0	NA	0	NA
23/04/2020	0	NA	0	NA	0	NA	0	NA
24/04/2020	0	NA	0	NA	0	NA	0	NA
25/04/2020	0	NA	0	NA	0	NA	0	NA
26/04/2020	0	NA	0	NA	0	NA	0	NA
27/04/2020	0	NA	0	NA	0	NA	0	NA
28/04/2020	0	NA	0	NA	0	NA	0	NA
29/04/2020	0	NA	0	NA	0	NA	0	NA
30/04/2020	0	NA	0	NA	0	NA	1	30 minutes
<b>Monthly total</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>1</b>	<b>30 minutes</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	
01/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

23/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/04/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
<b>Monthly Total</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>