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to a Freedom of Information request.
Over time it may become out of date.**

Department for Work and Pensions

SCHEDULE 4 ANNEX A: Service Levels

Service Elements	No.	Service Level Component	Details	Service Credits Applied (Y/N)	Service Credit Category	Measurement Period	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score
R Disaster Recovery	R1	Recovery Point Objective (RPO)	Recovery Point Objective of 15 minutes (maximum loss of data)	N	N/A	DR Event					
	R2	Recovery Time Objective (RTO)	Recovery Time Objective of 6 hours (availability of a working DR production service) <i>Note: When DR Production is running at an "N+1" release, the clock for the RTO measure of 6 hours will not start until DR Production has reverted to "N".</i>	N	N/A	DR Event					