

SCHEDULE F, PART 2
OPERATIONAL SERVICE LEVEL

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Service Category	Minimum Weight	Maximum Weight
System Performance	50%	100%
Business Values	0%	50%
User Needs	0%	20%

Figure 1.0-2. Bounds for Service Category Weights

At the milestone TOR NAFIS this SLR will become effective and the SLR will be based only on the Service Category - System Performance. The Service Level Criteria implemented under this Service Category at this milestone are specifically availability, capacity/throughput, response time, service management, and search accuracy.

Bureau Segment A₀ will be based on the total hours in a given month and unplanned downtime of the critical equipment in a given month. Critical and Non-Critical items are identified in Figure 2.1-5.

Where a site has multiple instances of the same critical equipment item, as defined in Figure 2.1-5, (e.g., workstation(s)), the Contractor and the Head of Bureau(x) (or designated nominee) will determine whether or not the site is unavailable to process its work in order to compute a monthly downtime for that site. The results of this consultation will be recorded in the Help Desk Management System. At all sites, the text printer will be non-critical. However, where a site has a text printer and a graphics printer, the graphics printer may be critical if the Contractor and the Head of Bureau(x) (or designated nominee) determine that the site is unavailable to process its work without the availability of that printer. The results of this consultation will also be recorded in the Help Desk Management System.

The External Transaction Bureau (ETB) server is physically located at Central. However, it is considered a Bureau just as the Hendon Bureau is considered a Bureau. The critical component for the ETB bureau is the Transaction Server. This Bureau does not have printers or workstations.

Critical Components	Non-Critical Components
WAN	Tape Jukebox
Server(s)	Text Printers
Workstation(s)	Server monitor, keyboard, mouse, CD ROM and tape drive
Mark and Ten Print Scanner(s)	Graphic printer(s) unless agreed critical per left column
Network Router	
Network Hub	
Network Switch	
Bar Code Printer(s)	
Bar Code Reader(s)	
RAID Assembly	
PNC	
Satellcom Gateways	
Graphic Printer(s) under agreed exception conditions	
Operational Response Matchers	

Figure 2.1-5 Bureau Segment Critical and Non-Critical Components

2.1.4.2 Bureau Segment A₀ Scoring

The A₀ value for each Bureau will be computed monthly using *Equation 1* of Section 2.1.2.

the Bureau and the Fingerprint Officer has reviewed the respondent list to make the first-level identification determination. Second- and third-level identifications are excluded from the calculation as the Bureau may take some time to process the Mark through third-level identification.

- (b) M_i is defined as the number of Mark-to-Print identification decisions made at the Bureau during the month as the result of a Mark-to-Print search submission. This decision is made after all images have been down-loaded to the Bureau and the Fingerprint Officer has reviewed the respondent list to make the first-level identification determination. The remainder of the respondents after the Mark-to-Print identification is made are excluded from the calculation.
- (c) M_r is defined as the remainder of searches that remain in 'In Compare 1' four months after those searches were submitted. For example, searches that were launched and returned in January, which had not been identified or non-identified by May, would be M_r in the Mark Throughput calculation for May. If these searches were subsequently identified or non-identified, the statistical collection process will prevent them from being included in the calculation a second time.
- (d) MP_a is defined as the actual number of Mark-to-Print searches submitted at the Bureau during the month. Note that a re-launch or repeat of a search is considered a separate search.
- (e) MP_{max} is defined as the maximum number of Mark-to-Print searches submitted at the Bureau during the month. The maximum number of Mark-to-Print searches is defined, for each Bureau, in Section 5 of this *SLR*.
- (f) M_{pni} is defined as the number of Mark-to-Police Elimination Database non-identification decisions made at the Bureau during the month as the result of a Mark-to-Police Elimination Database search submission. This decision is made after all images have been down-loaded to the Bureau and the Fingerprint Officer has reviewed the respondent list to make the first-level identification determination.
- (g) M_{pi} is defined as the number of Mark-to-Police Elimination Database identification decisions made at the Bureau during the month as the result of a Mark-to-Police Elimination Database search submission. This decision is made after all images have been down-loaded to the Bureau and the Fingerprint Officer has reviewed the respondent list to make the first-level identification determination.
- (h) M_{pr} is defined as the number of Mark-to-Police Elimination Database searches that are returned with one or more respondents.

In *Equation 2.2-2*, the denominator will be the lesser of either MP_a or MP_{max} plus M_{pr} . Mark Throughput for each Bureau will be computed using *Equation 2.2-2*. This value will be the MARK THROUGHPUT value as shown in column 2 of Figure 2.2-3.

As previously described, TPmax and MPmax are key parameters for calculating the throughput metrics for Print Set submissions and mark-to-print searches respectively. TPmax and MPmax for each Bureau will be calculated for each year using the DOR tables specified in Annex A. In particular, Tables 2.13 and 2.14 will be used for Print Sets submissions. Figure 2.2-5 below provides the TPmax table calculated for each Bureau for the year 2004 through 2006.

85	95	54	64
84	94	53	63
83	93	52	62
82	92	51	61
81	91	≤51	60
80	90		

Figure 2.3-3 Print-to-Print Performance Scoring Table

Bureau	Print-to-Mark Urgent Perf. Value	Print-to-Mark Fast Perf. Value	Print-to-Mark Normal Perf. Value	Print-to-Mark Low Perf. Value	Print-to-Mark ORD Perf. Value	Overall Print-to-Mark Perf. Value	Print-to-Mark SCORE
Gloucestershire							
Greater Manchester							
Gwent							
Hampshire							
Hertfordshire							
Humberside							
Kent							
Lancashire							
Leicestershire							
Lincolnshire							
Merseyside							
Metropolitan							
N.I.S./Residual Bureau							
Norfolk							
North Wales							
North Yorkshire							
Northamptonshire							
Northumbria							
Nottinghamshire							
South Wales							
South Yorkshire							
Staffordshire							
Suffolk							

Bureau	Print-to-Mark Serious Crime Cache Normal Perf. Value
Avon + Somerset	
Bedfordshire	
British Transport Police	
Cambridgeshire	
Cheshire	
City of London	
Cleveland	
Cumbria	
Customs and Excise	
Derbyshire	
Devon + Cornwall	
Dorset	
Durham	
Dyfed Powys	
Essex	
Gloucestershire	
Greater Manchester	
Gwent	
Hampshire	
Hertfordshire	
Humberside	
Kent	
Lancashire	
Leicestershire	
Lincolnshire	
Merseyside	

Bureau	Print-to-Mark Serious Crime Cache Normal Perf. Value
Metropolitan	
	-
N.I.S./Residual Bureau	
Norfolk	
North Wales	
North Yorkshire	
Northamptonshire	
Northumbria	
Nottinghamshire	
South Wales	
South Yorkshire	
Staffordshire	
Suffolk	
Surrey	
Sussex	
Thames Valley	
Warwickshire	
West Mercia	
West Midlands	
West Yorkshire	
Wiltshire	
Ext. Transaction Bureau	

Figure 2.3-8 Print-to-Mark Performance Serious Crime Cache Table

- criminal record, and 31% have no prior entry on the existing system.”)
- (2) Print-to-Print Urgent priority AFR search quantities will be no more than 10.90% of all Ten Prints submitted for a Print-to-Print AFR search.
 - (3) The combination of Print-to-Print Urgent and Fast priority AFR search quantities will be no more than 33.10% of all Ten Prints submitted for a Print-to-Print AFR search.
 - (4) Print-to-Mark Urgent priority AFR search quantities will be no more than 2.60% of all Ten Prints submitted for a Print-To-Mark AFR search.
 - (5) The combination of Print-To-Mark Urgent and Fast priority AFR search quantities will be no more than 35.00% of all Ten Prints submitted for a Print-to-Mark AFR search.
 - (6) Mark-to-Print Urgent priority AFR search quantities will be no more than 2.60% of all Marks submitted for a Mark-to-Print AFR search.
 - (7) The combination of Mark-to-Print Urgent and Fast priority AFR search quantities will be no more than 35.00% of all Marks submitted for a Mark-to-Print AFR search.
 - (8) Mark-to-Mark Urgent priority AFR search quantities will be no more than 2.60% of all Marks submitted for a Mark-to-Mark AFR search.
 - (9) The combination of Mark-to-Mark Urgent and Fast priority AFR search quantities will be no more than 35.00% of all Marks submitted for a Mark-to-Mark AFR search.
 - (10) National search scope quantities will be no more than 5.00% of each priority search type within Print-to-Mark, Mark-to-Print, and Mark-to-Mark AFR searches.
 - (11) Regional level search scope quantities will be no more than 50% of each priority search type within Print-to-Mark, Mark-to-Print, and Mark-to-Mark AFR searches.
 - (a) A local search is defined as a search of the ‘home’ force area only.
 - (b) A regional search is defined as a search involving a minimum of one station and a maximum of five police force areas. This may include the ‘home’ force but other forces selected do not have to be contiguous with it.
 - (c) A national search is defined as a search of the full unified database (i.e., all forces)
 - (12) Local level search scope quantities will be at least 45% of each priority search type within Print-to-Mark, Mark-to-Print, and Mark-to-Mark AFR searches.
 - (13) All Operational Response searches will be processed as Normal priority.
 - (14) British Transport Police searches may be 100% National searches rather than the percentages defined above.
 - (15) Customs and Excise Service searches may be 100% National searches rather than the percentages defined above.
 - (16) All Immigration and Nationality Directorate P-P searches will be processed as Normal priority.
 - (17) All Immigration and Nationality Directorate P-M searches will be processed as Low priority.

- (18) The workload from the Immigration and Nationality Directorate will be 10% CRO retrievals and up to 90% Print-to-Print searches.