

# UKMCAS Service Information Sheet

## Service Hours and Delivery Times

The service is designed to be available 24\*7. Data is delivered to an FTP server for collection by customers once daily. Typical data delivery times are;

AMM7	~0830 UTC
AMM15	~0930 UTC
AMM15 Wave	~0900 UTC
OSTIA	~0640 UTC
Global Ocean	~0730 UTC

## Service Performance Measures

### **Service Availability**

Availability Target	Days of Cover	Cover Time
99.8%	Mon-Sun	24 hour

Note: this would give a total unavailability of 1.344 hours over 28 days

### **Service Failure**

A tolerable level would be:

- one break of up to 15 minutes in any 24-hour period;
- one break of up to 60 minutes in any one month;
- one break of over 60 minutes in a half year, with service being restored within 4 hours.

A break denotes a total loss of capability.

## Support

1<sup>st</sup> and 2<sup>nd</sup> line support is provided 24\*7 by IT & Customer Service, utilising the Service Desk and Network Incident Manager.

3<sup>rd</sup> line support is provided during NWHs and is coordinated by the MSS team.

4<sup>th</sup> line support is provided during NWHs and is coordinated by the UKMCAS Science Support Team.

Normal working hours are defined as the hours 08:30 to 17:00 Monday to Thursday and 08:30 to 16:30 Friday (excluding public holidays)

Incidents will be managed in line with the Met Office's Incident Management Process.

Response target:

To respond/assign 100% of incidents within 1 hour

Resolution target:

To resolve 65% of incidents within 1 working days

To resolve 90% of incidents within 5 working days