

Title:	PCS/DHCW Public-facing Dashboard Service Level Agreement 2026		
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Author:	EPS Project Team		
Owner:	Nicola Phillips, Director of Primary Care Services		
Client:	DHCW		

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Note: This document is only valid on the day it was printed

PCS / DHCW SERVICE LEVEL AGREEMENT 2026

This is the Service Level Agreement (SLA) between NHS Wales Shared Services Partnership – PCS (PCS) and Digital Health and Care Wales (DHCW).

The document identifies the main service areas as set out in the table below. The detail contained in this Service Level Agreement is intended to clarify the services to be provided by PCS and to differentiate between the responsibilities of DHCW and PCS. It will need to be further developed and amended over time.

To assist in the process of delivering this aspect of the Service Level Agreement (SLA), Standard Operational Procedures (SOPs) have been developed and throughout the document are appropriately referenced and will be updated as needed to reflect any changes required.

Similarly, the performance/quality measures identified in the SLA may require further development as the service itself changes.

Key Performance Indicators (KPIs) will be developed in partnership with DHCW in line with service plans and these will continue to be developed as services evolve. To ensure the effectiveness of the services listed below, each is strategically aligned with NWSSP's core objectives as outlined:

Our People – Working together to be the best that we can be.

Our Services – Driving the pace of innovation and consistently providing high quality services.

Our Value- Maximising the benefit, efficiency, and social impact of what we do for our partners.

Any activity requested of PCS by DHCW that is not specifically prescribed under the relevant service regulations and dealt with in this SLA will normally be subject to an additional charge.

For further information or any queries relating to the content of this document should be referred to nwssp-primarycareservices@wales.nhs.uk. This is a central facility which will triage queries to the appropriate personnel throughout PCS.

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1. ServicePoint

Service objectives / deliverables

- All dashboard issues, new development requests should be logged directly with NWSSP via [ServicePoint](#)

Responsibilities of DHCW	Responsibilities of PCS	Quality Standards/ Performance Indicators		References																			
				SOP	KPI																		
<ul style="list-style-type: none"> Log issues on ServicePoint at point of discovery 	<ul style="list-style-type: none"> Respond and resolve Dashboard Incidents e.g. bugs, data quality issues, daily update issues. Respond and resolve Dashboard Service Requests Prioritise Dashboard Developments in line with urgency and PCS capacity Align with DHCW's Service Level Target Policy, the EPS dashboard should be classified as an 'Admin Standard' service, so should be subject to the following response and resolution times depending on the assigned priority. 	<table border="1"> <thead> <tr> <th>Priority</th> <th>Resolution</th> </tr> </thead> <tbody> <tr> <td colspan="2">Incident Resolution</td> </tr> <tr> <td>P1</td> <td>N/A</td> </tr> <tr> <td>P2</td> <td>36 hours</td> </tr> <tr> <td>P3</td> <td>96 hours</td> </tr> <tr> <td>P4</td> <td>192 hours</td> </tr> <tr> <td colspan="2">Service Request Resolution</td> </tr> <tr> <td>P5</td> <td>24 hours</td> </tr> <tr> <td>P6</td> <td>120 hours</td> </tr> </tbody> </table>	Priority	Resolution	Incident Resolution		P1	N/A	P2	36 hours	P3	96 hours	P4	192 hours	Service Request Resolution		P5	24 hours	P6	120 hours			
Priority	Resolution																						
Incident Resolution																							
P1	N/A																						
P2	36 hours																						
P3	96 hours																						
P4	192 hours																						
Service Request Resolution																							
P5	24 hours																						
P6	120 hours																						
		<p>The times for incident resolutions are based on a 24hr x 5-day (Monday 00:00 – Friday 23:59) clock for the standard category P2 and all P3, and P4 levels. Bank Holidays will not count as one of the 24x5 days.</p> <p>The initial response time for all Service Requests in all Service Categories will be 4 hours during normal business hours. All times for P5 and P6 are</p>																					

		based on a 24hr x 5-day (Monday 00:00 – Friday 23:59) clock		
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2. Data Quality

Service objectives / deliverables

- Ensure that the quality of the data displayed within the EPS dashboards, adhere to the NWSSP quality control procedures and ensure than any errors/inconsistencies are addressed promptly

Responsibilities of DHCW	Responsibilities of PCS	Quality Standards/ Performance Indicators	References	
			SOP	KPI
<ul style="list-style-type: none"> Log any data quality issues on ServicePoint at point of discovery 	<ul style="list-style-type: none"> Undertake Quality Assurance following changes: <ul style="list-style-type: none"> Check that values across all pages match Check filters are working as expected Ensure percentages on numbers are correct Escalate dashboard related issue causing data errors Ensure tooltips are presented for each data item, explaining what they mean in public facing friendly / plain English 	<ul style="list-style-type: none"> Respond to ServicePoint calls within 30 minutes Resolve call within P3 or P4 timeframe for calls that do not require escalation 	 A-WI-GM Dashboard	

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3. Daily Updates

Service objectives / deliverables	
<ul style="list-style-type: none"> ➤ Ensure that the EPS dashboards are updated successfully daily and address any issues associated with dashboard refreshes according to the ServicePoint priority level 	

Responsibilities of DHCW	Responsibilities of PCS	Quality Standards/ Performance Indicators	References	
			SOP	KPI
<ul style="list-style-type: none"> • Log issues on ServicePoint at point of discovery 	<ul style="list-style-type: none"> • Monitor daily refresh • Communicate any issues to NWSSP Informatics if required and DHCW • Escalate issue to appropriate division 	<ul style="list-style-type: none"> • Respond to ServicePoint calls within 30 minutes • Resolve call within P3 or P4 timeframe 		

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4. Dashboard Development

Service objectives / deliverables
<ul style="list-style-type: none"> ➤ Allocate priorities to all dashboard development requests, plan and carry out development as agreed with key stakeholder involvement, testing of any changes prior to developments being pushed to live, quality checks to be carried out to ensure quality of updates going live

Responsibilities of DHCW	Responsibilities of PCS	Quality Standards/ Performance Indicators	References	
			SOP	KPI
<ul style="list-style-type: none"> • Log issues on ServicePoint at point of discovery • Meet regularly (minimum of monthly) with PCS to agree on developments, priorities and timescales • Priority will be agreed between DHCW and NWSSP, taking into account any feedback received from key external stakeholders • Disagreement relating to dashboard development should be escalated to the EPS Programme Board if a resolution is unable to be reached effectively 	<ul style="list-style-type: none"> • Meet regularly (minimum of monthly) with DHCW to agree on developments, upcoming functionality, priorities and timescales • Timescales to be determined by priority, length of time the work will take to complete and capacity within NWSSP's dashboard team • Undertake development in line with priorities agreed timescales 	<ul style="list-style-type: none"> • Respond to ServicePoint calls within 30 minutes • Resolve call depending on priority agreed 		

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