

Registers of Scotland

eServices ARTL Service Level Charter

1. Service Environment

This Service Level Charter covers the following Agency eServices.

- ARTL
- eFORMS ONLINE
- Registers Direct
- Scotland's House Prices

2. Service Exclusions

- Technical issues with user equipment
- Technical issues with a connection to an eService where the issue is outwith the Agency's control and boundary of responsibility (such as technical issues with the user's connection to the Internet)

3. Service Hours

The SERVICE HOURS are 8.00 to 18.00 hours (Monday to Friday), excluding Agency recognised public holidays.

4. eServices Support Team

The Agency shall provide an Incident resolution facility, which will be provided by the Agency eServices Support Team, to assist users with problems relating to an eService during the SERVICE HOURS referred above.

Call logging requests to the eServices Support Team shall be accepted by telephone (including voice mail), fax, letter, web form and email.

Where a call is made by telephone, the eServices Support Team will endeavour to provide the caller with an incident call reference number at the time of the telephone call.¹

Where there are no eServices Support Team personnel available to take telephone calls made to the dedicated support telephone number during SERVICE HOURS, then callers will be placed in a queue. Callers will have the facility to leave the queue and leave a voice mail message.

Where an incident is raised using voice mail, email, fax, letter or web form, the eServices Support Team will endeavour to acknowledge the communication and provide an incident reference number within 30 service minutes of receipt. The eServices Support Team will respond using the same delivery method as the incident was raised or by phone or email if this method would be more effective.

Incidents raised with the eServices Support Team shall be prioritised in accordance with the categories detailed in table 1.

The Priority Level shall be confirmed to the reporting user on issue of the Incident call reference number.

¹ Due to the volume of telephone calls which the eServices Support Team are likely to receive when there is a major eService failure. It may not be practical to log each call and provide callers with a call reference number, other than provide a verbal receipt acknowledgement, as the emphasis will be to quickly answer the backlog of telephone calls.

Where telephone calls are made outwith the SERVICE HOURS, calls will be automatically directed to the voice mail service.

5. Prioritisation of Incidents

Incidents raised with the eServices Support Team will be prioritised on the following basis:

Criteria	Fault Level
A severe technical problem has made an eService unusable or unavailable No workaround exists	Priority 1
A severe technical problem has made an eService unusable or unavailable A workaround exists	Priority 2
The technical problem degrades an eService system functionality Major functions of the eService still work	Priority 3
The technical problem does not degrade the eService system functionality Major functions of the eService still work	Priority 4
A user unable to access an eService due to profile or password incident A request to disable an eService user account or PKI digital certificate	Priority 5

Table 1

Note: Incidents in relation to the ARTL Lender data feed will be raised as Priority Type 3 incidents.

6. Target Rectification Periods

The table below details the Target Rectification Period within which the Agency endeavours to respond to and rectify an Incident, by either implementing a fix or putting a workaround in place. The Rectification Period will be measured from the time that the Incident reference number is notified to the user.²

Fault Level	Target Rectification Period
Priority 1	2 SERVICE HOURS ³
Priority 2	2 SERVICE HOURS
Priority 3	4 SERVICE HOURS
Priority 4	10 SERVICE HOURS
Priority 5	0.25 SERVICE HOUR (15 minutes)

Table 2

The Agency shall aim to rectify 90% of all reported incidents within the Target Rectification period.

² The service clock on an incident may be stopped if the Agency needs to refer to the user for additional information to identify the nature of the fault, until the user provides the additional information.

³ This target rectification may in some instances be difficult to achieve where an eService has a serious hardware fault which needs to be replaced and the eService has to be recovered from backup media

7. Specific Service Levels⁴

Description	Target delivery within
Request for: <ul style="list-style-type: none"> To establish an eService user account 	3 business days
Request for: <ul style="list-style-type: none"> To establish additional permissions to an existing eService account 	2 business days
Request for: <ul style="list-style-type: none"> Additional blank PKI smart cards 	5 business days
Request for: <ul style="list-style-type: none"> To update an ARTL Lender standard security template 	5 business days ⁵

Table 3

8. ARTL registration service levels

ARTL applications finalised by the user after 16:00 hours (Monday to Friday) or finalised on a Saturday or Sunday or recognised Agency Public holiday will be held in suspense and not registered until the following business day.

9. Service Availability

The Service Level for Availability for each eService shall be a minimum 98.5% when measured against the SERVICE HOURS. The measurement will be calculated over 4 week periods.

10. Access times

eService	Access times
ARTL	24 x 7 (seven days a week)
eFORMS ONLINE	24 x 7 (seven days a week)
Registers Direct	8:00 to 21:00 hours (Monday to Friday)
Scotland's House Prices	24 x 7 (seven days a week)

Table 4

eServices will normally be available as detailed above, with the exception of the following situations.

⁴ The list in table 3 is not exhaustive. The service target delivery levels for requests for services not covered in table 3 will be provided to the caller by the eServices Support Team when they provide the call reference number.

⁵ In instances where a template requires additional input fields, this may take longer than 5 business days to establish.



Scheduled Downtime

Scheduled Downtime will be notified via the information eServices status page on the Agency website and the appropriate bulletin board for eServices, eForms and Registers Direct and will be arranged outside the hours of 7:00 to 21:00 hours (Monday to Friday) and 08:00 to 16:00 hours (Saturday and Sunday) excluding Agency Recognised Public Holidays, where practicable.

Scheduled Downtime between the hours of 8:00 and 18:00 hours (Monday to Friday) and 08:00 to 16:00 hours (Saturday and Sunday) excluding Agency Recognised Public Holidays, will be notified at least five business days in advance of the scheduled downtime taking place. Scheduled Downtime outwith these hours will be notified at least three business days in advance.

Unscheduled Downtime

An unplanned outage of an eService may occur without adequate user notification and also potentially outwith the SERVICE HOURS. During the SERVICE HOURS the information eServices status page and the appropriate bulletin board for eServices, eForms and Registers Direct will be updated as soon as is practical.

Where an eService is unavailable for an extended period, the Agency during the SERVICE HOURS will endeavour to provide hourly updates on the information eServices status page.

11. Complaints Procedure

Where a user has reason for complaint about the level of service of an eService and remains dissatisfied after the point of initial contact, the Agency eServices Support Team Manager should be contacted. <http://www.ros.gov.uk/customerservices/eservicesteam.html>

More information on the Agency complaints procedure can be found at:

<http://www.ros.gov.uk/aboutus/complaints.html>

12. Other pertinent documents

The Agency Customer Service policy - <http://www.ros.gov.uk/aboutus/servicepolicy.html>

Glossary of terms

Agency

Registers of Scotland Executive Agency

Agency Recognised Public holiday

The four public holidays at Christmas / New Year.

ARTL (Automated Registration to Land)

An online service for professional users to complete and register specific Land Register dealings of whole.

Business day

Registers of Scotland business days are Monday through to Friday, excluding the four public holidays at Christmas / New Year.

eFORMS ONLINE

An online service which allows completion of Land Register Application forms, Reports forms and Sasine and copy deed forms.

Registers Direct

An online Business to Business service for professional users that offers up-to-date access to the land & property and personal registers.

Scotland's House Prices

An online service available to members of the public that offers the selling prices of properties.

Service Hours

The SERVICE HOURS are 8.00 to 18.00 hours (Monday to Friday), excluding Agency recognised public holidays.

Service Level Charter

The content of this Charter does not constitute a formal binding Agreement amongst the parties narrated within it. This Charter does however set out targets of service delivery which all narrated parties aspire to achieve at all times.

User

A user is an individual authorised to access one or more of the Agency eServices.