

SI.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
1	Keep current the empanelled list of IT security auditors	2.4	The unsuccessful empanelment would be intimated to the applicants on the basis of evaluation of their documents within 6 weeks from receiving of fully complete applications.	85	%	2.40	Records
2	Respond to Security incident	3.6	Initial Response within 4 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85	%	3.60	Records
3	Issuance of security alerts on latest threats and vulnerabilities	2.4	Publication of alerts within 72 hours of tracking an issue	90	%	2.40	Records