LIST Performance Criteria
December 2014

1. Performance Criteria

LIST will use reasonable endeavours to ensure that the 24/7 Targeted Average Service Availability of the LIST infrastructure is:

- Mon-Fri: 8.00-18:30 AEST 99.0%
- Out of Business Hours 98.0%
- Public Holidays 97.0%
- The stated availability statistics are relevant to outages inside the control of LIST only.

Routine servicing activities that would normally impact on system availability will be conducted outside of normal business hours where reasonably possible to do so.

Should the LIST not be available due to system failure, it will be reinstated in a timely manner.

Notifications for extended outages (planned or otherwise) will be advertised via the LIST Home page and/or Facebook and Twitter. See details below.

2. Compatible browsers

The LIST performs best with the latest versions of modern web browsers such as *Firefox* and *Chrome*.

While older and other browsers are compatible, it is strongly recommended that you upgrade your browser for optimal performance and security.

Minimum requirements are:

- Firefox 3.6 and above
- Chrome 3.0 and above
- Internet Explorer 8.0 (Windows XP and Vista)
- Internet Explorer 8.0 and above (Windows 7 and 8)

For further information please contact the LIST helpdesk:
Email: listhelp@dpipwe.tas.gov.au
Phone: (03) 6165 4444 (9:00am – 5:00pm Monday to Friday)
Mail Address: GPO Box 44, HOBART TAS 7001
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