# ODRP SLO and SLI Documentation

## Service Name: Overdraft Renewal Process (ODRP)

Service Description: The Overdraft Renewal Process identifies customers whose overdraft accounts are due for renewal within the next 2–3 months. Digital renewal letters are sent to these customers, followed by reminder notifications on Day 5 and Day 10. Customers are given 14 days to respond, and the ODRP expires on Day 15 if no response is received. This ensures proactive customer engagement, regulatory compliance, and operational efficiency.

Customers: Retail and Business Banking customers with overdraft facilities due for renewal.

## SLIs & SLOs

1. 1. SLI: Digital Letter Delivery Success Rate

• Metric: Percentage of digital renewal letters successfully sent and received by customers.

• Target: ≥ 99% successful delivery rate for each monthly batch.

• Measurement Window: Monthly (end-of-month batch cycle)

1. 1. SLI: Reminder Delivery Success Rate

• Metric: Percentage of reminder notifications (Day 5 and Day 10) delivered successfully.

• Target: ≥ 98% successful delivery rate for reminders.

• Measurement Window: Monthly (end-of-month batch cycle)

1. 1. SLI: Customer Response Rate

• Metric: Percentage of customers who respond to the renewal letter before expiry (within 14 days).

• Target: ≥ 75% response rate within 14 days.

• Measurement Window: Monthly (end-of-month batch cycle)

1. 1. SLI: Processing Accuracy

• Metric: Percentage of overdraft renewals processed without manual intervention or errors.

• Target: ≥ 99.5% accuracy in processing.

• Measurement Window: Monthly (end-of-month batch cycle)

1. 1. SLI: Batch Completion Timeliness

• Metric: Percentage of monthly ODRP batches completed as per the defined schedule (end of month).

• Target: 100% of monthly batches completed on time.

• Measurement Window: Monthly (end-of-month batch cycle)

1. 1. SLI: Expired Letter Rate

• Metric: Percentage of letters that expire without a customer response within the 14-day period.

• Target: ≤ 10% expired letters.

• Measurement Window: Monthly (end-of-month batch cycle)

## Error Budget

Allowed error threshold: Up to 1% delivery or process failure per batch cycle. Incidents exceeding the error budget will trigger a post-incident review and corrective actions.

## Measurement & Reporting

Tools: Splunk / Autosys / Power BI Dashboard

Interval: Daily monitoring and end-of-month validation

Release Cadence: Monthly batch cycle

Data Sources: Batch logs, delivery reports, and notification system audit trails

## Review Plan

• Frequency: Quarterly review of SLIs and SLOs

• Feedback Loop: Discuss ODRP performance trends, backlog, and improvement items during monthly release planning.

• Continuous Improvement: Identify process gaps, automation opportunities, and optimize communication strategy.