

REVENUE SERVICES
of British Columbia

Revenue Services of British Columbia - Status Report

2017/2018 Q1: April, May, June

Service Level	Service Level Definition	Target	Frequency	Q1 Performance	Additional Information
Deposit Cycle Time	Time to deposit Cheques into the Province's bank account for all Deposit Programs within a Deposit Program Category.	99.00%	Monthly	SLA met for Apr, May, Jun	80,868 cheques processed during Q1
Invoices Issued on Time MSP Pay Direct	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Apr, May, Jun	1,747,216 MSP Pay Direct invoices issued during Q1
Invoices Issued on Time MSP Group	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Apr, May, Jun	44,571 MSP Group invoices issued during Q1
Net Cash Collected MSDSI Program 24	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	7.57%	Semi-Annual	SLA Period Apr – Sep 2017	
Net Cash Collected MSDSI Program 25	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	3.34%	Semi-Annual	SLA Period Apr – Sep 2017	
Net Cash Collected Court Fines Program 27	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	6.05%	Semi-Annual	SLA Period Apr – Sep 2017	

REVENUE SERVICES
of British Columbia

Net Cash Collected Ambulance Program 39	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	17.56%	Semi-Annual	SLA Period Apr – Sep 2017	
Net Cash Collected Student Loans Programs 12, 19, 26	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	5.76%	Semi-Annual	SLA Period Apr – Sep 2017	
Revenue Realization MSP Pay Direct	Total Cash Collected as a ratio of the Net Billed Revenue. The objective is for RSBC to continue to deliver year over year improvement in recovering billed receivables for the Province.	96.00%	Annual	SLA Period Nov 2016 - Oct 2017	\$276,594,104 collected during Q1 on net billed revenue of \$258,788,104
Revenue Realization MSP Group	Total Cash Collected as a ratio of the Net Billed Revenue. The objective is for RSBC to continue to deliver year over year improvement in recovering billed receivables for the Province.	99.00%	Annual	SLA Period Nov 2016 - Oct 2017	\$344,916,414 collected during Q1 on net billed revenue of \$354,198,748
Call Answer Rate	Ability to answer incoming calls on all Customer Service lines.	80.00%	Quarterly	SLA met for Q1	163,660 calls received during Q1
Speed of Image & Data Capture	The turnaround time between scanning to image and/or data availability for upload. time within three (3) business days non-peak period; six (6)	98.00%	Monthly	SLA met for Apr, May, Jun	14,931 applications processed during Q1

REVENUE SERVICES
of British Columbia

	business days peak period				
RMS Application Availability SAP ECC/PSCD	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability SAP CRM	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability SAP Biller Direct CCM	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability SAP Biller Direct	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability Pay Now	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability WebMethods	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability Ebiling Generator	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Apr, May, June	
RMS Application Availability	The availability of the RMS Application Suite to users	97.00%	Monthly	SLA met for Apr, May, June	

REVENUE SERVICES
of British Columbia

SAP HANA	during the RMS Business Hours by RMS Application.				
RMS Application Availability SAP Business Objects	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	97.00%	Monthly	SLA met for Apr, May, June	
RMS Application Availability Trillium	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	97.00%	Monthly	SLA met for Apr, May, June	
RMS Application Availability IBM Content Manager On Demand	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	97.00%	Monthly	SLA met for Apr, May, June	
RMS Application Availability Enterprise Reporting System	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	97.00%	Monthly	SLA met for Apr, May, June	
Time to Resolution Priority 1 Applications	Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.	≤ 9 Hours	Monthly	SLA met for Apr, May, June	
Time to Resolution Priority 2 Applications	Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.	≤18 Hours	Monthly	SLA met for Apr, May, June	
Application Reliability Outside of Projects	The reliability of the RMS Application Suite based on the occurrence of Defects.	≤ 4 - non project defects	Monthly	SLA met for Apr, May, June	
Application Reliability Projects	The reliability of the RMS Application Suite based on the occurrence of Defects.	≤ 6 - project defects	Monthly	SLA met for Apr, May, June	
Project Performance to	The number of Projects	100.00%	Monthly	SLA not applicable for	

REVENUE SERVICES
of British Columbia

Budget	completed On-Budget relative to the total number of completed Projects expressed as a percentage.			Apr, May, June	
Project Performance to Schedule	The number of Projects Completed on Schedule relative to the Projects committed to be delivered in the Month, expressed as a percentage.	100.00%	Monthly	SLA not applicable for Apr and May, met for June	