

**REVENUE SERVICES**  
*of British Columbia*

**Revenue Services of British Columbia - Status Report**

2016/2017 Q3: October, November, December

| Service Level                              | Service Level Definition   | Target | Frequency   | Third quarter Performance | Additional Information  |
|--|--|--------|-------------|---------------------------|---|
| <b>Deposit Cycle Time</b>                  | 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 Oct, Nov, Dec | 98,710 cheques were processed during the 3 <sup>rd</sup> quarter              |
| <b>Invoices Issued on Time MSP Direct</b>  | Timeliness of invoicing of Eligible Accounts.  | 98.00% | Monthly     | SLA met for Oct, Nov, Dec | 1,910,706 MSP Direct invoices were issued during the 3 <sup>rd</sup> quarter. |
| <b>Invoices Issued on Time MSP Group</b>   | Timeliness of invoicing of Eligible Accounts.  | 98.00% | Monthly     | SLA met for Oct, Nov, Dec | 44,579 MSP Group invoices were issued during the 3 <sup>rd</sup> quarter      |
| <b>Net Cash Collected MSDSI Program 24</b> | The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period. | 6.39%  | Semi-Annual | SLA Period - Mar 2017     |   |
| <b>Net Cash Collected MSDSI Program 25</b> | The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period. | 1.88%  | Semi-Annual | SLA Period - Mar 2017     |   |
| <b>Net Cash Collected</b>                  | The net cash collected for Specified Programs compared   | 4.79%  | Semi-Annual | SLA Period - Mar 2017     |   |

**REVENUE SERVICES**  
*of British Columbia*

|  |   |  |             |  |   |
|--|---|--|-------------|--|---|
| Court Fines Program 27   | with the Closing Accounts Receivable (A/R) Balance for the same period.   |  |             |  |   |
| <b>Net Cash Collected</b><br>Ambulance Program 39              | The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.  | 16.42%   | Semi-Annual | SLA Period - Mar 2017  |   |
| <b>Net Cash Collected</b><br>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.  | 4.48%  | Semi-Annual | SLA Period - Mar 2017  |   |
| <b>Revenue Realization</b> MSP<br>Pay Direct                   | Total Cash Collected as a ratio of the Net Billed Revenue. The objective is for HPAS to continue to deliver year over year improvement in recovering billed receivables for the Province. | 2016-95.50%<br>2017 – 96.00%<br>Effective Nov 1 2016 | Annual      | SLA Period - Oct 2016<br>SLA met for 2016<br>New SLA period – Oct 2017 | \$257,576,589 collected during 3 <sup>rd</sup> quarter on net billed revenue of \$281,143,330 |
| <b>Revenue Realization</b> MSP<br>Group                        | Total Cash Collected as a ratio of the Net Billed Revenue. The objective is for HPAS to continue to deliver year over year improvement in recovering billed receivables for the Province. | 99.00%   | Annual      | SLA Period - Oct 2017  | \$364,181,869 collected during 3 <sup>rd</sup> quarter on net billed revenue of \$352,103,633 |
| <b>Call Answer Rate</b>  | Ability to answer incoming calls on all Customer Service lines.   | 87.03%   | Quarterly   | SLA met for Q3   | 168,799 calls were received during the 3 <sup>rd</sup> quarter                                |
| <b>Speed of Image &amp; Data</b>                               | The turnaround time between scanning to image and/or data   | 98.00%   | Monthly     | SLA met for Oct, Nov, Dec  | 46,257 applications have been processed from Apr to Dec '16                                   |

**REVENUE SERVICES**  
*of British Columbia*

|  |   |        |         |                           |  |
|--|---|--------|---------|---------------------------|--|
| <b>Capture</b>   | availability for upload. time within three (3) business days non-peak period; six (6) business days peak period |        |         |                           |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec |  |
| <b>RMS Application Availability</b><br>webMethods            | The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.        | 98.50% | Monthly | SLA met for Oct, Nov, Dec |  |

**REVENUE SERVICES**  
*of British Columbia*

|  |  |           |         |  |  |
|--|--|-----------|---------|--|--|
| <b>RMS Application Availability</b><br>Ebiling Generator             | The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application. | 98.50%    | Monthly | SLA met Dec  |  |
| <b>RMS Application Availability</b><br>SAP HANA                      | The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application. | 97.00%    | Monthly | SLA met for Oct, Nov, Dec                                  |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec                                  |  |
| <b>RMS Application Availability</b><br>Trillium                      | The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application. | 97.00%    | Monthly | SLA met for Oct, Nov, Dec                                  |  |
| <b>RMS Application Availability</b><br>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 Oct, Nov, Dec                                  |  |
| <b>RMS Application Availability</b><br>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 Oct and Dec<br>SLA not met for Nov with 96.03% |  |
| <b>Time to Resolution</b><br>Priority 1 Applications                 | Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.                                       | ≤ 9 Hours | Monthly | SLA met for Oct, Nov, Dec                                  |  |

**REVENUE SERVICES**  
*of British Columbia*

|   |  |                           |         |                                      |  |
|---|--|---------------------------|---------|--------------------------------------|--|
| <b>Time to Resolution</b><br>Priority 2 Applications  | Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.   | ≤18 Hours                 | Monthly | SLA met for Oct, Nov, Dec            |  |
| <b>Application Reliability</b><br>Outside of Projects | The reliability of the RMS Application Suite based on the occurrence of Defects.   | ≤ 4 - non project defects | Monthly | SLA met for Oct, Nov, Dec            |  |
| <b>Application Reliability</b><br>Projects            | The reliability of the RMS Application Suite based on the occurrence of Defects.   | ≤ 6 - project defects     | Monthly | SLA met for Oct, Nov, Dec            |  |
| <b>Project Performance to Budget</b>                  | The number of Projects completed On-Budget relative to the total number of completed Projects expressed as a percentage.                 | 100.00%                   | Monthly | SLA not applicable for Oct, Nov, Dec |  |
| <b>Project Performance to Schedule</b>                | 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 Oct, Nov, Dec |  |