

**REVENUE SERVICES**  
*of British Columbia*

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

2018/2019 Q1: April, May, June

| <b>Service Level</b>                             | <b>Service Level Definition</b>  | <b>Target</b> | <b>Frequency</b> | <b>Q1 Performance</b>     | <b>Additional Information</b>                      |
|--|--|---------------|------------------|---------------------------|--|
| <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 Apr, May, Jun | 102,195 cheques processed during Q1                |
| <b>Invoices Issued on Time MSP Pay Direct</b>    | Timeliness of invoicing of Eligible Accounts.  | 98.00%        | Monthly          | SLA met for Apr, May, Jun | 1,587,087 MSP Pay Direct invoices issued during Q1 |
| <b>Invoices Issued on Time MSP Group</b>         | Timeliness of invoicing of Eligible Accounts.  | 98.00%        | Monthly          | SLA met for Apr, May, Jun | 44,544 MSP Group invoices issued during Q1         |
| <b>Net Cash Collected MSDPR Program 24</b>       | The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period. | 7.88%         | Semi-Annual      | SLA Period Apr – Sep 2018 |  |
| <b>Net Cash Collected MSDPR Program 25</b>       | The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period. | 4.05%         | Semi-Annual      | SLA Period Apr – Sep 2018 |  |
| <b>Net Cash Collected Court Fines Program 27</b> | The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period. | 5.08%         | Semi-Annual      | SLA Period Apr – Sep 2018 |  |

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|--|---|--------|-------------|--------------------------------|---|
| <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.  | 17.43% | Semi-Annual | SLA Period Apr – Sep 2018      |   |
| <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.  | 5.83%  | Semi-Annual | SLA Period Apr – Sep 2018      |   |
| <b>Revenue Realization</b><br>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. | 96.50% | Annual      | SLA Period Nov 2017 - Oct 2018 | \$171,940,168 cash collected during Q1 on net billed revenue of \$132,094,572 |
| <b>Revenue Realization</b><br>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 2017 - Oct 2018 | \$182,188,204 cash collected during Q1 on net billed revenue of \$176,800,866 |
| <b>Call Answer Rate</b>  | Ability to answer incoming calls on all Customer Service lines.   | 80.50% | Quarterly   | SLA met for Q1                 | 123,310 calls answered during Q1  |
| <b>Speed of Image &amp; Data Capture</b>                       | 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      | 21,191 applications processed during Q1                                       |

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|--|--|--------|---------|---------------------------|--|
|  | 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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 for Apr, May, Jun |  |
| <b>RMS Application Availability</b>                          | The availability of the RMS Application Suite to users   | 98.50% | Monthly | SLA met for Apr, May, Jun |  |

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|--|--|---------------------------|---------|---------------------------|--|
| SAP HANA   | during the RMS Business Hours by RMS Application.  |                           |         |                           |  |
| <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. | 98.50%                    | Monthly | SLA met for Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |

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| <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 Apr, May, Jun |  |
| <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 Apr, May, Jun |  |