

**REVENUE SERVICES**  
*of British Columbia*

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

2016/2017 Q1: April, May, June

Service Level	Service Level Definition	Target	Frequency	First 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 Apr, May, Jun	93,130 cheques were processed during the 1 <sup>st</sup> quarter
<b>Invoices Issued on Time MSP Direct</b>	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Apr, May, Jun	1,903,310 MSP Direct invoices were issued during the 1 <sup>st</sup> quarter.
<b>Invoices Issued on Time MSP Group</b>	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Apr, May, Jun	44,722 MSP Group invoices were issued during the 1 <sup>st</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	7.27%	Semi-Annual	SLA Period Apr - Sep 2017	

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	the same period.				
<b>Net Cash Collected</b> MSDSI Program 25	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	2.97%	Semi-Annual	SLA Period Apr - Sep 2017	
<b>Net Cash Collected</b> Court Fines Program 27	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	4.98%	Semi-Annual	SLA Period Apr - Sep 2017	
<b>Net Cash Collected</b> Ambulance Program 39	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	15.73%	Semi-Annual	SLA Period Apr - Sep 2017	
<b>Net Cash Collected</b> 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.	5.29%	Semi-Annual	SLA Period Apr - Sep 2017	
<b>Revenue Realization</b> MSP Pay Direct	Total Cash Collected as a ratio of the Net Billed Revenue. The objective is for HPAS to continue to deliver year over	95.50%	Annual	SLA Period - Oct 2016	\$278,260,327 collected during 1 <sup>st</sup> quarter on net billed revenue of \$259,838,491

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	year improvement in recovering billed receivables for the Province.				
<b>Revenue Realization</b> MSP 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	\$354,757,765 collected during 1 <sup>st</sup> quarter on net billed revenue of \$347,602,439
<b>Call Answer Rate</b>	Ability to answer incoming calls on all Customer Service lines.	83.65%	Quarterly	SLA not met for Q1	202,955 calls were received during the 1 <sup>st</sup> quarter
<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) business days peak period	98.00%	Monthly	SLA met for Apr, May, Jun	18,310 applications have been processed from Apr to Jun '16
<b>RMS Application Availability</b> 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	

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<b>RMS Application Availability</b> 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> 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> 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> 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> 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	

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<b>RMS Application Availability</b> Ebiling Generator	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA not available Apr, May, Jun	
<b>RMS Application Availability</b> 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 Apr, May, Jun	
<b>RMS Application Availability</b> 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, Jun	
<b>RMS Application Availability</b> 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> IBM Content Manager	The availability of the RMS Application Suite to users during the RMS Business	97.00%	Monthly	SLA met for Apr, May, Jun	

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On Demand	Hours by RMS Application.				
<b>RMS Application Availability</b>  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>  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>  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>  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>  Projects	The reliability of the RMS Application Suite based on the occurrence of Defects.	≤ 6 - project defects	Monthly	SLA met for Apr, May, Jun	
<b>Project Performance to Budget</b>	The number of Projects completed On-Budget relative to the total number of	100.00%	Monthly	SLA not applicable for Apr, May, Jun	

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	completed Projects expressed as a percentage.				
<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	