

REVENUE SERVICES
of British Columbia

Revenue Services of British Columbia - Status Report

2016/2017 Q4: January, February, March

Service Level	Service Level Definition	Target	Frequency	Fourth quarter 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 Jan, Feb, Mar	90,393 cheques were processed during the 4 th quarter
Invoices Issued on Time MSP Direct	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Jan, Feb, Mar	1,756,309 MSP Direct invoices were issued during 4 th quarter
Invoices Issued on Time MSP Group	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Jan, Feb, Mar	44,696 MSP Group invoices were issued during the 4 th quarter
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.	6.39%	Semi-Annual	SLA not met for Period Oct 2016 - Mar 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.	1.88%	Semi-Annual	SLA met for Period Oct 2016 - Mar 2017	

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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.	4.79%	Semi-Annual	SLA not met for Period Oct 2016 - Mar 2017	
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.	16.42%	Semi-Annual	SLA met for Period Oct 2016 - Mar 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.	4.48%	Semi-Annual	SLA met for Period Oct 2016 - Mar 2017	
Revenue Realization 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 year improvement in recovering billed receivables for the Province.	2016/17 – 95.5% 2017/18 - 96.00% Effective Nov 1 2016	Annual	SLA Period – Oct 2017	\$268,161,584 collected during 4 th quarter on net billed revenue of \$263,993,712
Revenue Realization 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	\$345,397,706 collected during 4 th quarter on net billed revenue of \$352,627,229

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Call Answer Rate	Ability to answer incoming calls on all Customer Service lines.	80.56%	Quarterly	SLA met for Q4	219,660 calls were received during 4 th quarter
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) business days peak period	98.00%	Monthly	SLA met for Jan, Feb, Mar	46,304 applications have been processed from Apr 2016 to Mar 2017
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	

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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 Jan, Feb, Mar	
RMS Application Availability Ebilling Generator	The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application.	98.50%	Monthly	SLA met for Jan, Feb, Mar	
RMS Application Availability 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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
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 Jan, Feb, Mar	
Time to Resolution Priority 1 Applications	Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.	≤ 9 Hours	Monthly	SLA met for Jan, Feb, Mar	

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Time to Resolution Priority 2 Applications	Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.	≤18 Hours	Monthly	SLA met for Jan, Feb, Mar	
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 Jan, Feb, Mar	
Application Reliability Projects	The reliability of the RMS Application Suite based on the occurrence of Defects.	≤ 6 - project defects	Monthly	SLA met for Jan, Feb, Mar	
Project Performance to Budget	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 Jan, Feb, Mar	
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 Jan, Feb, Mar	