

**REVENUE SERVICES**  
*of British Columbia*

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

2017/2018 Q2: July, August, September

Service Level	Service Level Definition	Target	Frequency	Q2 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 Jul, Aug, Sep	103,116 cheques processed during Q2
<b>Invoices Issued on Time</b> MSP Pay Direct	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Jul, Aug, Sep	1,733,336 MSP Pay Direct invoices issued during Q2
<b>Invoices Issued on Time</b> MSP Group	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for Jul, Aug, Sep	44,537 MSP Group invoices issued during Q2
<b>Net Cash Collected</b> MSDPR 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 met for Period Apr – Sep 2017	
<b>Net Cash Collected</b> MSDPR 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 met for 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.	6.05%	Semi-Annual	SLA not met for Period Apr – Sep 2017	

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<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.	17.56%	Semi-Annual	SLA not met for 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.	5.76%	Semi-Annual	SLA not met for 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 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	\$256,272,453 collected during Q2 on net billed revenue of \$272,645,563
<b>Revenue Realization</b> 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	\$358,777,309 collected during Q2 on net billed revenue of \$354,934,481
<b>Call Answer Rate</b>	Ability to answer incoming calls on all Customer Service lines.	83.71%	Quarterly	SLA met for Q2	87,435 calls answered during Q2
<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 Jul, Aug, Sep	39,362 applications processed during Q2

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	business days peak period				
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 met for Jul, Aug, Sep	
<b>RMS Application Availability</b>	The availability of the RMS Application Suite to users	97.00%	Monthly	SLA met for Jul, Aug, Sep	

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SAP HANA	during the RMS Business Hours by RMS Application.				
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<b>RMS Application Availability</b> 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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<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 Jul, Aug, Sep	
<b>Project Performance to</b>	The number of Projects	100.00%	Monthly	SLA met for Jul, not	

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<b>Budget</b>	completed On-Budget relative to the total number of completed Projects expressed as a percentage.			applicable for Aug, Sep	
<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 Jul, Aug, Sep	