REVENUE SERVICES
of British Columbia

Revenue Services of British Columbia - Status Report

2019/2020 Q2: July, August, September

Service Level	Service Level Definition	Target	Frequency	Q2 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 period Jul, Aug, Sep	88,749 cheques deposited during Q2
Invoices Issued on Time MSP Pay Direct	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for period Jul, Aug, Sep	1,696,324 MSP Pay Direct invoices issued during Q2
Invoices Issued on Time MSP Group	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for period Jul, Aug, Sep	40,689 MSP Group invoices issued during Q2
Net Cash Collected MSDPR Program 24	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	Variable	Semi-Annual	SLA met for period April –September 2019	
Net Cash Collected MSDPR Program 25	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	Variable	Semi-Annual	SLA not met for period April –September 2019	
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.	Variable	Semi-Annual	SLA met for period April –September 2019	

Revenue Realization 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 April 2019 – March 2020	$148,953,741 cash collected during Q2 on net billed revenue of $158,655,906
Revenue Realization 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 April 2019 – March 2020	$183,449,208 cash collected during Q2 on net billed revenue of $184,297,409
Call Answer Rate	Ability to answer incoming calls on all Customer Service lines.	Variable	Quarterly	SLA met for period Jul, Aug, Sep	156,930 calls answered in Q2
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 period Jul, Aug, Sep	

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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
RMS Application Availability	The availability of the RMS Application Suite to users	98.50%	Monthly	SLA met for period Jul, Aug, Sep	

SAP HANA	during the RMS Business Hours by RMS Application.				
RMS Application Availability 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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
Time to Resolution Priority 1 Applications	Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.	≤ 9 Hours	Monthly	SLA met for period Jul, Aug, Sep	
Time to Resolution Priority 2 Applications	Time to Resolve Priority 1 (P1) and Priority 2 (P2) RMS Incidents.	≤18 Hours	Monthly	SLA met for period Jul, Aug, Sep	
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 period Jul, Aug, Sep	
Application Reliability Projects	The reliability of the RMS Application Suite based on the occurrence of Defects.	≤ 6 - project defects	Monthly	SLA met for period Jul, Aug, Sep	

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 July, Aug, and Sept	
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 July, Aug, and Sept	