

**REVENUE SERVICES**  
*of British Columbia*

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

2019/2020 Q3: October, November, December

Service Level	Service Level Definition	Target	Frequency	Q3 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 period October, November, December	82,109 cheques deposited during Q3
<b>Invoices Issued on Time</b> MSP Pay Direct	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for period October, November, December	1,011,144 MSP Pay Direct invoices issued during Q3 (No invoices sent in December)
<b>Invoices Issued on Time</b> MSP Group	Timeliness of invoicing of Eligible Accounts.	98.00%	Monthly	SLA met for period October, November, December	26,829 MSP Group invoices issued during Q3 (No invoices sent in December)
<b>Net Cash Collected</b> MSDPR Program 24, 25	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	Variable	Semi-Annual	N/A	in progress results will be posted in Q4
<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.	Variable	Semi-Annual	N/A	in progress results will be posted in Q4

**REVENUE SERVICES**  
*of British Columbia*

<b>Net Cash Collected</b> Ambulance Services 39	The net cash collected for Specified Programs compared with the Closing Accounts Receivable (A/R) Balance for the same period.	Variable	Semi-Annual	N/A	in progress results will be posted in Q4
<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.	Variable	Semi-Annual	N/A	in progress results will be posted in Q4
<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 April 2019 – March 2020	\$117,535,367 cash collected during Q3 on net billed revenue of \$111,861,964 (no invoices issued in December)
<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 April 2019 – March 2020	\$181,757,838 cash collected during Q3 on net billed revenue of \$122,049,186 (no invoices issued in December)
<b>Call Answer Rate</b>	Ability to answer incoming calls on all Customer Service lines.	Variable	Quarterly	SLA met for period October, November, December	140,515 calls answered in Q3
<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 period October, November, December	

**REVENUE SERVICES**  
*of British Columbia*

	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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<b>RMS Application Availability</b>	The availability of the RMS Application Suite to users	98.50%	Monthly	SLA met for period October, November,	

**REVENUE SERVICES**  
*of British Columbia*

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.	98.50%	Monthly	SLA met for period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October, November, December	
<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 period October and December, not met in November	
<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 period October, November, December	
<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 period October and November, not met in December	

**REVENUE SERVICES**  
*of British Columbia*

<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 October and December, met in November	
<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 October and November, met in December	