

REVENUE SERVICES
of British Columbia

Revenue Services of British Columbia - Status Report

2019/2020 Q4: January, February and March

| Service Level | Service Level Definition | Target | Frequency | Q4 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 all months except March 2020 | 49,581 cheques deposited in Q4 |
| Invoices Issued on Time MSP Pay Direct | Timeliness of invoicing of Eligible Accounts. | 98.00% | Monthly | Not Applicable | No data collected due to the end of MSP Pay Direct Premiums on 2020 01 01 |
| Invoices Issued on Time MSP Group | Timeliness of invoicing of Eligible Accounts. | 98.00% | Monthly | Not Applicable | No data collected due to the end of MSP Group Premiums on 2020 01 01 |
| Net Cash Collected 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 | SLA met for period | Total net cash collected in SLA period Oct 2019 to Mar 2020 was \$1,383,615 |
| 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. | Variable | Semi-Annual | Not Applicable | Total net cash collected in SLA period Oct 2019 to Mar 2020 was \$7,563,787 |

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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. | Variable | Semi-Annual | SLA met for period | Total net cash collected in SLA period Oct 2019 to Mar 2020 was \$188,877 |
| Net Cash Collected 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 | Not Applicable | SLA results not reported due to program changes |
| 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 met for period | \$37,012,640 cash collected during Q4 on net billed revenue of \$8,100,388 (no net new premiums issued after December 2019) |
| 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 met for period | \$15,365,241 cash collected during Q4 on net billed revenue of \$200,381 (no invoices issued in December) |
| Call Answer Rate | Ability to answer incoming calls on all Customer Service lines. | Variable | Quarterly | SLA met for period | 94,020 calls answered in Q4 |
| 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 all month except March 2020 | |

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| 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 | |
| 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 | |
| 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 | |
| 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 | |
| RMS Application Availability SAP HANA | The availability of the RMS Application Suite to users during the RMS Business Hours by RMS Application. | 98.50% | Monthly | SLA met for period | |
| 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 | |
| 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 | |
| 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 | |

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| 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 | |
| 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 | |
| Application Reliability | The reliability of the RMS Application Suite based on the occurrence of Defects. | ≤ 4 - non project defects | Monthly | SLA met for period | |
| | | ≤ 6 - project defects | Monthly | SLA met for period | |
| 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 January and February, met in March | |
| 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 January and February, met in March | |