### **Appendix 'A'**

### **BTLS - LCC ICT Services**

### **Performance**

The Service Level Agreement (SLA) comprises of **five** performance indicators covering the **ICT Service**. Of these, all **five** are contractual indicators.

**Contractual Targets:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Detailed Definition of SLA** | **Target****(%)** | **Performance****Qtr One****2017/2018****(%)** | **Performance****Qtr Two****2017/2018****(%)** | **Performance****Qtr Three****2017/2018****(%)** | **Performance****Qtr Four To Date** **2017/2018****(Feb 2018)****(%)** |
| 1 | **Priority 1:**Severe Business Disruption: Business Unit (sub-unit): * unable to operate
* Service component failed or severely impaired.

% of Priority 1 Incidents resolved within 4 working hours. | **99** | 100 | 100 | 100 | 100 |
| 2 | **Priority 2:**Major Business Disruption: Critical user or user group: * unable to operate
* business unit experiencing significant reduction in service performance.

% of Priority 2 Incidents resolved within 1 Business Day. | **98** | 100 | 99 | 100 | 100 |
| 3 | **Priority 3:**Minor Business Disruption: Single user or user group unable to work with no available workaround.% of Priority 3 Incidents resolved within 2 Business Days. | **97** | 97 | 99 | 98 | 98 |
| **No.** | **Detailed Definition of SLA** | **Target****(%)** | **Performance****Qtr One****2017/2018****(%)** | **Performance****Qtr Two****2017/2018****(%)** | **Performance****Qtr Three****2017/2018****(%)** | **Performance****Qtr Four To Date 2017/2018****(Feb 2018)****(%)** |
| 4 | **Priority 4:**Minor Disruption: Single user or user group experiencing problems but with ICT defined available workaround.% of Priority 4 Incidents resolved within 1 working week. | **98** | 99 | 99 | 99 | 99 |
| 5 | **Priority 5:** Advice and Guidance (offered to users via Service Desk).% of Priority 5 Incidents resolved within 4 working weeks. | **98** | 99 | 99 | 99 | 99 |

**BTLS - LCC Payroll & Recruitment Services**

**Performance**

The Service Level Agreement (SLA) comprises of **three** performance indicators covering payroll and recruitment elements. Of these, **two** are contractual indicators and **one** is a non-contractual indicator.

**Contractual Targets:**

| **No.** | **Definition of SLA** | **Target****(%)** | **Performance****Qtr One****2017/2018** **(%)** | **Performance** **Qtr Two** **2017/2018****(%)** | **Performance** **Qtr Three** **2017/2018****(%)** | **Performance** **Qtr Four To Date 2017/2018****(Feb 2018)****(%)** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | % payroll errors attributable to the Partnership. | **<0.4** | 0.1 | 0.1 | 0.1 | 0.1 |
| 2 | % of changes and associated adjustments including arrears processed that were received by the published payroll deadline. | **99** | 100 | 100 | 100 | 100 |

**Non-Contractual Targets:**

| **No.** | **Definition of SLA** | **Target****(%)** | **Performance****Qtr One****2017/2018** **(%)** | **Performance****Qtr Two****2017/2018****(%)** | **Performance****Qtr Three****2017/2018****(%)** | **Performance** **Qtr Four To Date****2017/2018****(Feb 2018)****(%)** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | % DBS checks processed within two working days of receipt of all necessary information. | **75** | 99.6 | 100 | 100 | 100 |

**Payroll & Recruitment Services Dashboard**

| **Activity** | **Target** | **Performance****Qtr One****2017/2018**  | **Performance****Qtr Two****2017/2018** | **Performance****Qtr Three****2017/2018** | **Performance****Qtr Four To Date****(Feb 2018)****2017/2018** |
| --- | --- | --- | --- | --- | --- |
| Volume of BTLS overpayments | **n/a** | 37 | 25 | 31 | 14 |
| % of DBS forms returned to Recruitment Services from Liverpool DBS with errors | **Not greater than 3%** | 2.9% | 2.25% | 2.99% | 2% |
| Employment offer documentation (conditional) issued within 48 hours, following receipt of the necessary approvals to recruit   | **100%** | 99.7% | 100% | 99.9% | 100% |
| Change Letters - issued within 10 working days from system change | **100%** | 99.8% | 100% | 99.9% | 100% |
| % of nationally and locally agreed pay awards implemented no later than the month following the month in which the award was authorised | **100%** | 100% | 100% | 100% | 100% |